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مركز جونز هوبكنز  
أرامكو الطبي  
Johns Hopkins  
Aramco Healthcare

# WellBEING

Summer 2019

Abqaiq Health Center Launches  
Home Healthcare Services

AHHC Opens an  
Intensive Care Unit

JHAH 'Id Hours

A Kingdom First in Robotic-  
Assisted Surgery at Johns  
Hopkins Aramco Healthcare

*Summer in Dammam  
Saudi Arabia*

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Legal Disclaimer: All health and health-related information contained in this Johns Hopkins Aramco Healthcare Company material is intended to be general in nature and should not be used as a substitute for a visit with a healthcare professional. The advice is intended to offer only a general basis for individuals to discuss their health and medical conditions with their healthcare provider. Your healthcare provider should be consulted regarding matters concerning the medical condition, treatment and needs of you and your family.

# Letter from the CEO



Dear all,

Johns Hopkins Aramco Healthcare is committed to providing an inclusive, adaptive environment for everyone, including patients, families, visitors and employees.

Our strategy is aligned with the Kingdom's Vision 2030 as we strive to enable everyone, including persons with disabilities, to be integrated and independent.

During the past months, we have established a Person-Centered Care (PCC) committee and a sub-committee for Persons with Disabilities (PwD) to facilitate this cultural transformation and make it sustainable.

Additionally, More than 50 percent of our employees have taken communication and compassion training courses and we plan to have more than 95 percent of our employees complete the training by the end of this year. These training courses are designed to raise awareness about our impact on our colleagues, patients and families.

We are determined to provide an accessible, inclusive environment that provides suitable education, job opportunities and staff retention without discrimination.

A handwritten signature in black ink that reads "Daniele Rigamonti". The signature is written in a cursive, flowing style.

Thank you,

Dr. Daniele Rigamonti

CEO, Johns Hopkins Aramco Healthcare

# Walk-In Care 'Id Hours

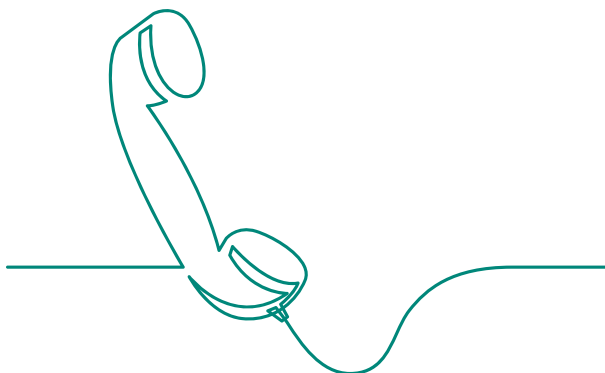


The following are the 'Id hours from August 11 to 14 2019.

- **Abqaiq:** The Emergency Room is available 24/7 for emergencies (EMS)
- **Al-Hasa Primary Care:** 1 p.m. to 9 p.m. The Emergency Room is available 24/7 for emergencies
- **Dhahran Walk-In Care:** 7:30 a.m. to 9 p.m., last check in at 8:30 p.m. The Emergency Room is available 24/7 for emergencies
- **Ras Tanura:** The Emergency Room is available 24/7 for emergencies
- **Udhailiyah:** The Emergency Room is available 24/7 for emergencies

## The JHAH Centralized Contact Center

*out-of-Kingdom number has changed*



To reach the JHAH Centralized Contact Center when calling from out-of-Kingdom, please use +966 13 870-3888

**For in-Kingdom and mobile calls**, you may continue to use our toll free phone number **800-305-4444**.

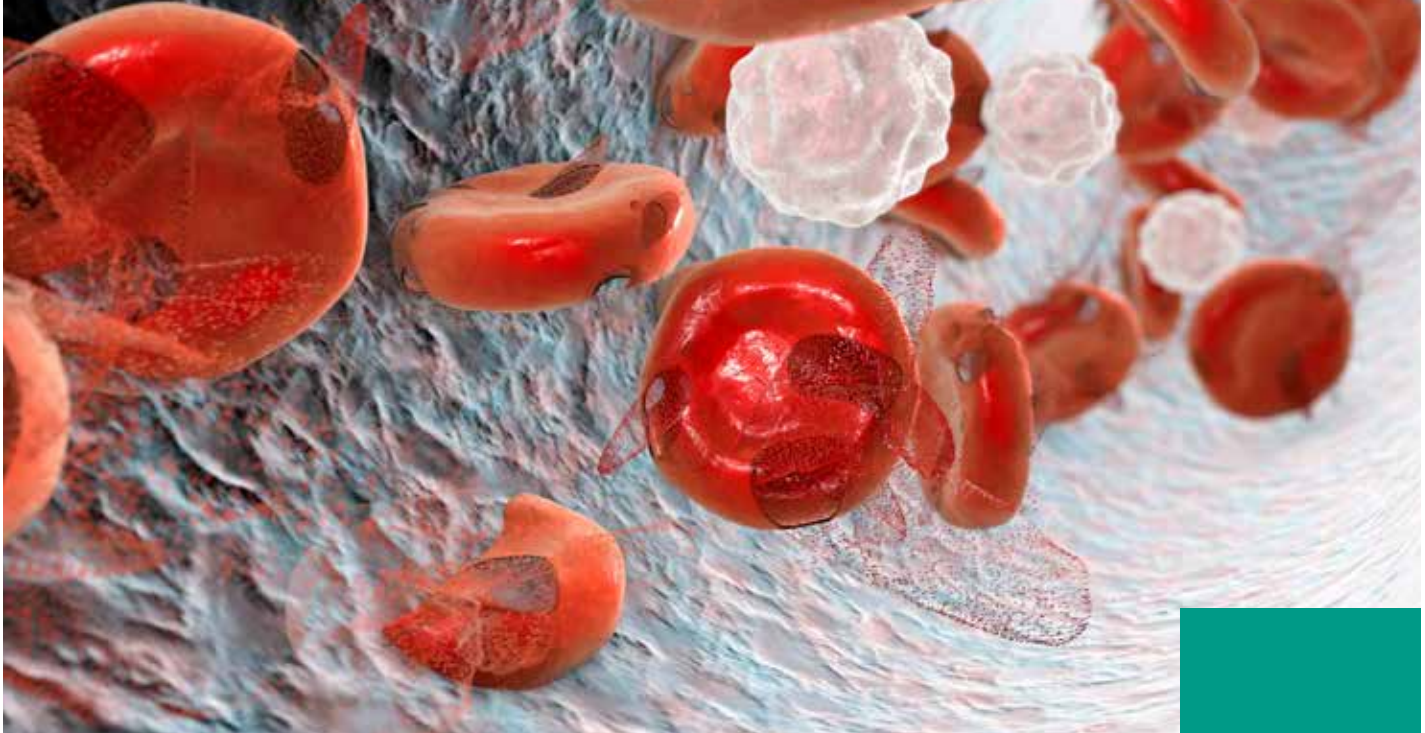
### Centralized Contact Center Options:

1. Appointments | 2. Pharmacy | 3. Nurse Care Line | 4. Patient Room | 5. Medical Liaison Office | 6. Patient Relations | 7. Patient Education | 8. MyChart Support

*Hours of service are Sunday to Thursday from 7 a.m. to 4 p.m.*



# Visit by Dr. Alison Moliterno



## Johns Hopkins Aramco Healthcare (JHAH) Community Outreach Lecture Series

A JHAH initiative designed as an ongoing series to enhance the well-being of the community and raise health awareness through distinguished Johns Hopkins Medicine faculty presentations.

You are invited to attend the JHAH Community Outreach Lecture:

## Anemia: Causes and Consequences of Low Iron

**Date:** Monday, August 26, 2019

**Location:** Al Maha Hall, Al-Othman Kempinski Hotel, al-Khobar

**Time:** 6:30-7:30 p.m.



**Presented by:**

**Alison R. Moliterno, M.D.**

Associate Professor of Medicine at  
the Johns Hopkins University School  
of Medicine

To register, visit [jhah.com/communityoutreach](http://jhah.com/communityoutreach).

Bus transportation will be provided to the venue departing at 6 p.m. from the following locations:

- Cafe Liwan (next to JHAH Dhahran Primary Care Clinic)
- King's Road Parking Lot (near Ballfield Park)

Transportation from the venue back to the above locations is at 7:45 p.m. Refreshments will be provided.

 800-305-4444 | [www.jhah.com](http://www.jhah.com)

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# Preparing the Next Generation of Pre-Hospital Caregivers The JHAH Paramedic Intern Program

By: Bradley Wilkinson

Photos: Layla Gafashat



When an emergency happens, you want a first responder who is both highly capable and passionate about providing care. Welcome to the world of the paramedic. Paramedics are the first responders you meet when you call JHAH for an ambulance.

As part of JHAH's commitment to advancing healthcare across the Kingdom, in 2017 JHAH was accredited by the Saudi Commission for Health Specialties through the JHAH Office of Academic Affairs to conduct a Paramedic Intern Program as part of the fifth year intern requirement for a B.S. in Emergency Medical Services (Paramedic).

"We are very delighted to launch our paramedic internship program in JHAH, it is an attractive and well set up program that made many universities in the kingdom to contact us and enroll their interns." Said Ali Al Hajri, Director of Pre Hospital Care, "The first year started with interns from the eastern region universities and now we are receiving requests from all over the Kingdom. This year we proudly had our first female intern enrolled in our internship program and expected to enroll more next year in line with Saudi Vision 2030. Our paramedic program keeps growing

and expanding".

"We really consider ourselves a family," says Lindsey Baney, Specialist JHAH Paramedic and Paramedic Internship Coordinator. "It isn't an easy job, and sometimes it can be a really tough one, but what makes us come back day-in and day-out is an overwhelming desire to help people in need and to support our 'brothers' in healthcare."

Thus far 13 paramedics from three universities (Imam Abdulrahman bin Faisal University, Dammam; Inaya Medical College, Riyadh; and King Saud bin Abdulaziz University for Health Sciences, Jeddah) have completed the JHAH program, and another six recently started the fourth cohort program.

"Establishing the intern program was a dream for us, says Ali Khodair, Abqaiq Pre-Hospital Care Unit (PHCU) and PHCU Division Director (A). "What is most exciting about it is seeing the interns have the same level of passion about the job as all the paramedics here at JHAH."

During their six months at JHAH, an intern is assigned preceptors in each area. The preceptors are the key to the





program as they assume responsibility for the intern and ensure they receive a wide range of experiences and develop all the necessary skills.

During the program, interns move from Dhahran to the various districts. In Dhahran, they not only work in the emergency room and staff ambulance runs, they also do a rotation in Respiratory Therapy, Labor & Delivery and the Operating Room.

“Each district provides unique opportunities as a first responder in addition to learning about disaster response for industrial incidents. “In Abqaiq the paramedics experience road incidents. In Dhahran they experience community health emergencies, and in Al-Hasa, they experience inter-facility transfers,” says Ali. “We also ensure they become adept at conducting thorough documentation, which is critical for both immediate and long-term care.”

## JHAH is proud to train its first Saudi female paramedic

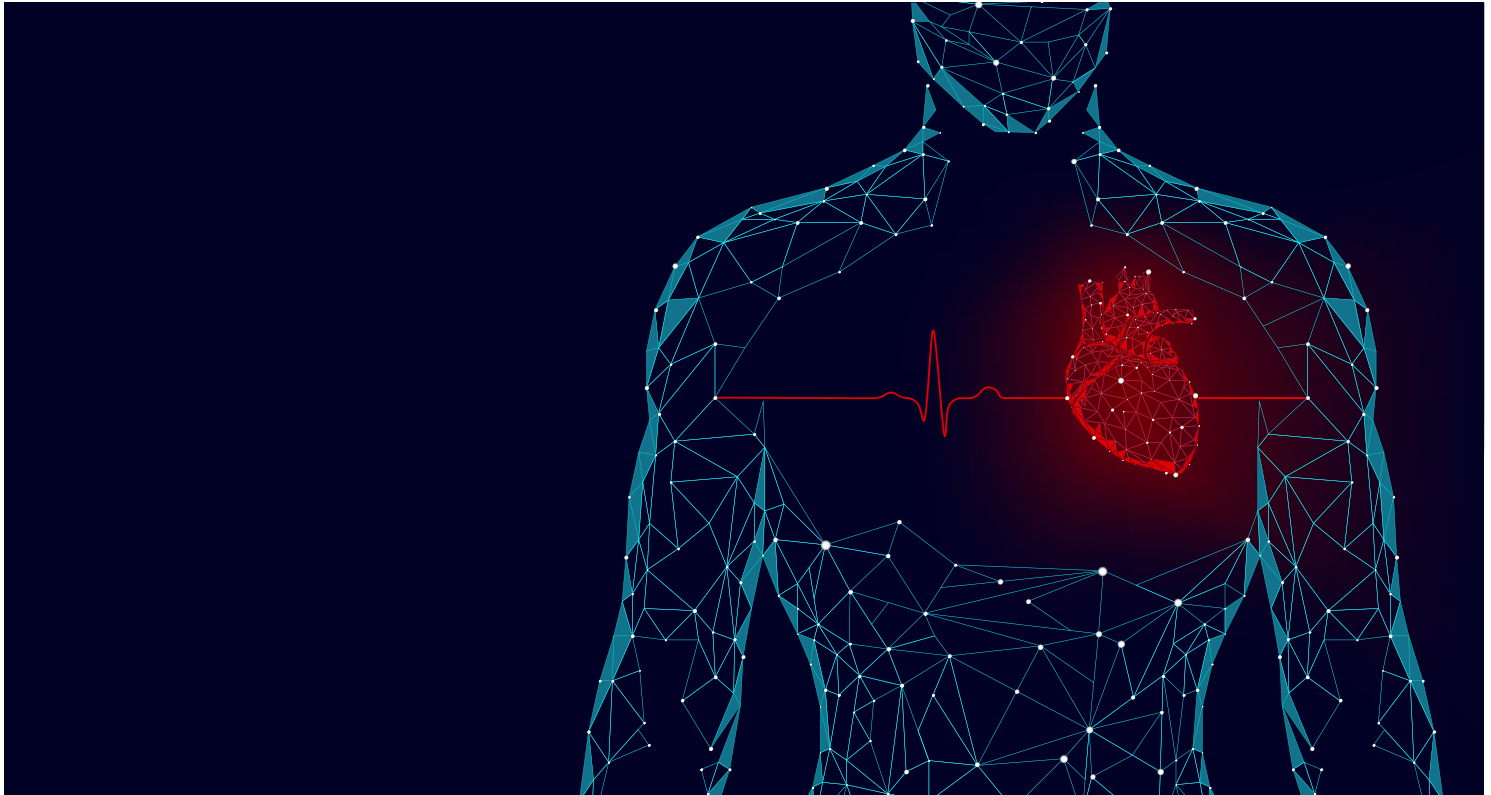
“I have known for years that I wanted to work in emergency healthcare,” says Haddel Alanazi, the first female paramedic intern at JHAH and student at Inaya Medical College. “The six months I was in the JHAH program, were amazing. The range and depth of knowledge and skills I learned are amazing. Everyone has been very supportive and worked to motivate me. Being able to go on ambulance runs to help people has only confirmed that this is what I want to do with my professional life.”



# Minimally Invasive Techniques Standard Procedure in the JHAH Heart & Vascular Institute

*Partners in Excellence*

*By: Bradley Wilkinson*



It used to be that a surgical vascular bypass meant a patient would have to recover from a major incision that was required to gain access. That is no longer the case at JHAH.

In the JHAH Heart and Vascular Institute, minimally invasive wire and catheter-based techniques are now used in most cases. Minimally invasive surgery involves entering the body through a small opening rather than an incision and conducting the procedure using catheters (thin tubes) and miniature instruments.

“The Endovascular Partnership Contribution Agreement (PCA) with Johns Hopkins International (JCI) resulted in a major shift in the way we conduct vascular surgeries here at JHAH,” says Dr. Wadie Bin Saddiq, Chair, JHAH Heart and Vascular Institute. “The PCA provided our vascular surgeons with the training they required to conduct the majority of our peripheral arterial procedures using minimally invasive techniques. These techniques are offered for all patients with arterial diseases of different types. Currently, more than 85 percent of our arterial surgeries, including repair of aneurysmal aorta or restoration of blood flow through

narrowed or occluded arteries, are performed with catheter-based techniques.

PCAs are contracts between JHAH and JCI to facilitate the transfer of the clinical and operational knowledge that are key to JHAH and the services it provides.

“Our wire and catheter minimally invasive techniques provide several key benefits to our patients,” says Dr. Abdulmutalib Masloom, JHAH Vascular Surgeon. “The lack of an incision reduces the chance of complications by about 25 percent and shortens the time patients need to stay in the hospital so they can recuperate at home with their family. It also dramatically decreases the time it takes for them to fully heal, so they can more quickly return to the rhythms of their lives.”

Using these advanced procedures allows our surgeons and their teams to operate more efficiently, but more importantly, it reduces the complications of major interventions and allows our patients opportunities to return to their normal lives sooner.



# *A Kingdom First in Robotic-Assisted Surgery at Johns Hopkins Aramco Healthcare*

*Saudi Arabia's first robotic-assisted hysterectomy using fluorescent dye*

*From the left to right: Heba Al Somali, Dr. Fahad Abdullah Al Mulhim, Anna Marie Gallero, Jini Varkey, Reji David, Rochelle Esther Cortes and Dr. Turkey Khalid Al Rujaib*



“The precision achieved through the use of robotic-assisted surgery has multiple benefits for patients,” said Dr. Turkey Al Rujaib, JHAH Gynecologic Oncologist, who along with Dr. Fahad Al Mulhim, Gynecologist, performed the procedure to treat endometrial cancer. “Women whose hysterectomies are treated with robotic-assisted surgeries have less pain and blood loss, shorter hospital stays, require fewer narcotics and recovery more quickly.

“This successful operation could not have been done without the support of the JHAH robotic team,” said Dr. Al-Mulhim. “We are pleased to report the patient is recovering well. This is a tremendous achievement that going forward will improve the outcomes for many of our patients here at JHAH.” The robot’s “hands” have a high degree of dexterity, allowing surgeons the ability to operate in very tight spaces, for example the pelvis, that would otherwise only be accessible through open surgery with long incisions. Life after surgery is improved with this technique, as there is minimal scarring, fewer postoperative complications and often a faster return to normal activities.

JHAH’s robotic surgery program began in December 2016 when Dr. Tareq M. Al-Tartir, JHAH Subspecialist Surgeon, and his team collaborated with Dr. Mohamad Allaf, Professor

of Urology, Oncology and Biomedical Engineering at Johns Hopkins University School of Medicine and Director of Minimally Invasive Urology, and his team. They jointly conducted the first surgeries in the Kingdom using the da Vinci Xi Robotic Surgical System. The program has since expanded and includes gynecological and bariatric surgeries.



# AHHC Opens an Intensive Care Unit

## Bringing World-Class Care Close to Home



The Al-Hasa Health Center recently opened a six bed Intensive Care Unit (ICU), including two isolation rooms. All of the rooms are fully equipped with the latest technologies and staffed by experienced intensivists and ICU-specialized nurses.

“When a loved one is in need of intensive care, it can be extremely difficult for family and friends to visit and help them recover,” said Dr. Daniele Rigamonti, JHAH CEO. “The new Intensive Care Unit at the Al-Hasa Health Center truly brings world-class care closer to patients who require constant care and close supervision and makes it more convenient for their loved ones.”

*“The ICU is yet another example of our commitment to patients in the Al-Hasa area,” said Dr. Khalid Mulla, General Manager AHHC. “We are constantly looking at ways to better serve our patients.”*





# Al-Hasa Health Center (AHC) Expansion Milestone

## Dental Clinic Opening

Photos by Layla Gafashat



At the opening ceremony on April 23, 2019, Left to right, Muneerah AlRebeeah, Manager Dental Assistants Unit; Abdulmohsen A. Al-Mukhailid, Chief Operating Officer; Laurent Moreau, MD, Director, JHI; Michel Klarenbeek, General Manager Dental; Daniele Rigamonti, MD, FACS, CEO; Khalid Al-Mulla, MD, AHC Medical Director; and Rashid AlDossary, Manager of Hawiyah Gas Plant.

The state-of-the-art Al-Hasa Dental Clinic is offering world-class dental care in eight fully digitalized treatment rooms. The clinic is equipped with the latest dental treatment technology, including 3D X-ray imaging, and is conveniently located within the healing environment of the Al-Hasa Health Center.

Speaking at the ceremony, Rashid AlDossary, Manager of Hawiyah Gas Plant, Saudi Aramco, stated. *"On behalf of Southern Area Gas and Oil Operations we thank you for opening this clinic for our area. We are in great need of it and have been waiting for this day for a long time. We are excited to start scheduling appointments and avoid traveling long distances to Abqaiq and 'Udhailiyah. This is an excellent effort from JHAH; we really appreciate it"*

In addition to the Dental Clinic, Al-Hasa Health Center has recently expanded its services. including opening a Hemodialysis Unit and launching orthopedic,

ophthalmology, laparoscopic and ENT surgeries, endoscopy service, a Congestive Heart Failure Clinic, ultraviolet therapy and excimer laser treatments.

*"We are thrilled to see the opening of the dental services, applying the highest quality standards for pediatric and adult dental care. This is part of JHAH commitment to provide best in class person-centered care next to our patients' homes", said Khalid Mulla , MD, General Manager, AHC.*

*"The clinic was built from scratch, there was nothing here for three months. We listened to the patients voice and we acted accordingly."*

*Hanadi AlDossary  
Manager of Dental Business Operations*



Al-Hasa's dental staff are highly trained and equipped with advanced equipment.



During the opening ceremony tour led by Michel Klarenbeek, General Manager of Dental, the new clinic impressed guests.



# JHAH Healthy Recipes

JHAH Clinical Nutrition & Food Services Division

## Chicken Kabsa Recipe

### Health Profile:

Chicken Kabsa is a popular chicken and rice dish native to the Saudi Arabian and Gulf cultures. It is heart-healthy and is rich in unsalted spices and herbs. Chicken Kabsa is also abundant in protein, vitamins (notably, vitamin A), and minerals, such as iron. All of these ingredients can be purchased at your local store.



### Ingredients (6 servings)

- 1 whole skinless chicken, cut into 6 pieces
- 1 teaspoon coriander powder
- 1 teaspoon black pepper
- 1 teaspoon cinnamon
- 1 teaspoon unsalted cardamom powder
- ½ teaspoon cloves, chopped
- 2 cloves garlic, crushed
- 1 tablespoon ginger, chopped
- ¼ cup fresh coriander, chopped
- ¼ cup fresh mint leaves, chopped
- 2 ½ cups basmati rice, uncooked
- 1 tablespoon canola oil
- 1 green chili, chopped
- 4 onions, chopped

- 2 cups tomato, chopped
- 5 cups water
- Unsalted pine nuts and raisins (optional)

### Preparation

- Place the rice in a bowl and soak in water for 15 minutes.
- Sauté the onions and garlic in canola oil until lightly browned.
- Add the spices (black pepper, cloves, cinnamon, cardamom), and then add fresh chopped coriander, mint, chili, and ginger. Blend and sauté for 30 seconds.
- Add the tomatoes, chicken pieces and water. Cook for 30 minutes until the chicken is well done. Stir well.

- Drain the rice and add enough water to cover it by 2 inches. Stir, boil, and reduce the heat to medium and cook for 20 minutes.
- Top the dish with some unsalted pine nuts and or raisins, and serve with fresh tomato sauce, mixed salad, or nonfat or low fat yogurt on the side to make it more balanced and nutritious.

**Preparation time:** 30 minutes  
**Cooking time:** 1 hour

### Fat and Calories

- Calories per serving: 300
- Fat per serving: 5 grams

# Health and Nutrition Guidelines on Food Allergy

JHAH Clinical Nutrition & Food Services Division



## Tips to Avoid An Allergic Reaction

Learn about your food allergy so you can avoid food that can trigger an allergic reaction.

Carefully read food labels.

When eating out, make sure to let the waiter or chef know of your food allergy or ask before eating.

When attending a party or gathering do not hesitate to ask and avoid any food you are not sure about.

Always carry your food allergy card and share it with someone from the restaurant if they don't seem to understand how serious this is.

Keep a record of food that has triggered a food allergy and be sure to show it to your physician or dietitian at your next appointment. Your record should include the symptoms, food and time you had the reaction.

## Precautions when Travelling

Inform the airline about your food allergy and carry your food allergy and medical identification card as well as an EpiPen.

Avoid any food you question.

## Infants & Introducing Foods

Both the digestive and immune systems develop as a child develops; therefore, parents should know that certain foods should not be eaten before a recommended age. You should discuss this with your physician or a dietitian.

## Food Allergies & Schools

Parents should inform the school (and company providing bus transportation if applicable) about any food allergy and what to do should their child have an allergic reaction. The child's food allergy card should be on file at the school.

Parents should encourage their children to read food labels and to not respectfully decline eating food their friends or others might offer them unless they know exactly what is in it.

The school nurse or the child's teacher should have keep an EpiPen on hand. Teachers should document any food consumed that has caused an allergic reaction.

Parents should ensure the school has current contact information in the case of an emergency.

A food allergy is caused when the immune system identifies a food ingredient and sees it as being harmful. This makes the body go on the defensive and develop compounds called antibodies to fight it. Foods that commonly produce an allergic reaction include milk and dairy products, eggs, seafood, wheat (gluten intolerance), nuts (including peanuts), soy and bananas.

The reaction causes food allergy symptoms that can appear within in minutes or hours of consuming the food. The symptoms can include swelling or itching to more serious symptoms such as vomiting, diarrhea, reduced blood circulation, difficulty breathing pressure and even loss of consciousness.

People with a known food allergy should always be ready for any allergic reaction and carry a self-injecting pen called an EpiPen that contains a chemical called Epinephrine that counters the allergy reaction and enables the person to get medical care.

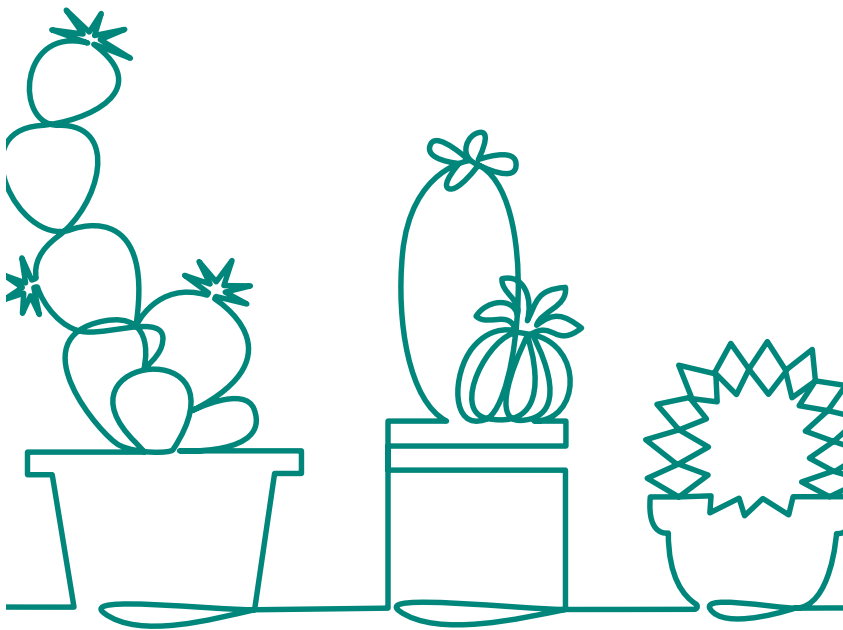
If you suspect you have a food allergy, talk to your physician who can order a set of medical examinations to determine exactly what you are allergic to.

## Difference between Food Allergy and Food Intolerance

Food allergy and food intolerance are different. A food allergy involves the immune system and a reaction with possibly many body organs. A food intolerance involves mostly the digestive system.

With proper attention and planning, you will have no problems. Here are a few tips to avoid an allergic reaction.

## Nature & its Effect on Health and Well-being



Contemporary research is finding that natural light and plants (both green and flowering) in a healthcare facility can help patients recover faster and reduce their need for medication. According to the 2015 Human Spaces Report plants promote wellness, help healing, promote performance and reduce stress.

JHAH understands this and is determined to provide as many opportunities as possible both inside and outside its facilities for people to benefit from nature. In the Dhahran Health Center alone there are nearly 1,000 indoor plants in the hallways and other public spaces as well as in employee work areas.

The outdoor area next to the main entrance of the Dhahran Health Center was recently reopened after an extensive renovation. The difference can be felt immediately when you walk out into the inviting smoke free area located on the ground floor or onto the relaxing first floor balcony that overlooks the park-like setting below.



*"We in facilities recognize that receiving and providing medical care can be stressful. That is why we do everything we can to help people relax, including placing and maintaining plants both inside and outside JHAH facilities," said Eyad Basrawi, Senior Director, Facilities Management and Services.*"

## JHAH's new website built to be accessible

JHAH new website, JHAH.com, was launched with the purpose of making healthcare access and information easily-accessible to our patients and visitors, all of them.

On top of making the website bilingual, significantly expanding the services and engagement options, and bringing it to our users in a friendly design, across all digital devices, we made sure that we developed the website with a variety of potential users in mind, including persons with disabilities.

Over the past month, we have put our website through thorough sustainability testing and enhancements to ensure that we continuously stay accessible, following best-practice accessibility guidelines and keeping all of our audience front of mind when we share healthcare information.





# Johns Hopkins Aramco Healthcare Uses Modern Healthcare

*The garden courtyard brings natural light and a view of palms trees and greenery to JHAH Dhahran's main lobby*



*Left to Right: Mohammed Shaban, Manager, Project Management Team; Haitham Ruwaili, General Manager, Corporate Affairs; Abdulmohsen Mukhaild, Chief Operating Officer; Wadha Al Hazami, Assistant Mechanical Eng., Facility Support Services Division; Dr. Daniele Rigamonti, CEO, and Eyad Basrawi, Senior Director, Facilities Management, celebrate the occasion with a ribbon cutting*

Contemporary research is finding that natural light in a healthcare facility can help patients recover faster and reduce their need for medication as well as reduce the stress of healthcare workers while increasing their productivity.

Recently, the outdoor area, located near to the main entrance of the Dhahran Health Center, was reopened after an extensive renovation and landscaping. The difference can be felt immediately when you walk out into the leafy inviting smoke-free courtyard on the ground floor or onto the relaxing first floor terrace that overlooks the park-like setting below.

"The old area was not particularly conducive to relaxation," says Mohammad Shaban, JHAH Manager of Building Management Systems. It felt boxed in by the high walls around it. The new area is open and inviting and was designed to provide a lot of natural light."

The design was done by architecture student Yusra Hamiddudin during her summer internship at JHAH from Effat University in Jeddah. "I was asked to design the new area and determined that it needed to be opened up to bring in more light. I wanted to incorporate more greenery and make the space a place where patients, visitors and staff can step outside and have a relaxing break from their daily routine."

Outdoor seating areas provide not only relaxation but allow you to get a bit of sun, which is a simple, natural way to help your body produce Vitamin D.

"I have worked for about 16 years in Rehabilitation, which

is directly across from the garden. I have regularly used this area for years, and see it as a haven for staff as well as patients and their caregivers," says Aalia Sayed, Occupational Therapy Team Lead. "It is not uncommon to see family members seated with patients in wheelchairs and IV poles enjoying a breath of fresh air and greenery. The new design is a huge improvement, making it a more welcoming retreat and a practical place for functional mobility (wheelchair/other mobility aids). It is a pleasant environment for all to enjoy."

The first visitor to the area, Fahad Al-Ajmi, seemed to agree as he enjoyed the area while waiting for his mother to finish her appointment. "The area is good. I like the design and the seating around the palm trees is very nice."



*The CEO, COO and project team admire the view of the spacious courtyard from its first floor terrace.*

## Advances in Eye Care at JHAH



*Dr. Ashbala Khattak, JHAH cornea specialist, and Dr. Albert Jun, Chief, Division of Cornea, Cataract and External Eye Diseases Professor of Ophthalmology at Johns Hopkins Medicine, prepare the corneal tissue prior to the first DMEK at JHAH.*

Medical care continues to evolve as we learn more about the human body and new techniques and technologies are developed; this includes treatment of the cornea.

The cornea is the outermost protective layer of the eye and comprises five layers of tissue, which can become irritated or damaged and need treatment, which in more severe cases require surgery. Traditionally, corneal surgery required transplanting the entire cornea. That is no longer always the case.

In April of this year a new corneal procedure was introduced at JHAH. Dr. Ashbala Khattak, JHAH corneal specialist, performed a Descemet Membrane Endothelial Keratoplasty (DMEK) procedure to correct only the innermost layer of the cornea—the endothelium.

DMEK is a minimally invasive procedure that provides a number of key benefits. In full corneal transplants up to 16 sutures are required. In DMEK, no sutures are required so patients feel less discomfort and the surface of the cornea is left intact

“DMEK reduces the risk for complications, and since the surface is left uninterrupted, a patient’s vision improves in a matter of weeks compared to months or years with a traditional corneal transplant,” says Dr. Ramiz Al Hindi, Physician Manager, and head of the JHAH Ophthalmology Unit. “Another key benefit is that in the long-term, DMEK patients are much less likely to need glasses or contact lenses.”

In preparation for the procedure, Dr. Khattak, visited Johns Hopkins Medicine Baltimore (JHM) in January where she conducted a clinical observership and training at the world-renowned Wilmer Eye Institute and in other JHM entities.

In April Albert S. Jun, M.D., Ph.D., Chief, Division of Cornea, Cataract and External Eye Diseases Professor of Ophthalmology at Johns Hopkins Medicine, visited the JHAH Ophthalmology Department where he proctored a number of complex cases as Dr. Khattak and her team performed several highly specialized surgical procedure.

The JHAH, Ophthalmology Department uses a multidisciplinary approach to eye care. The team includes physicians, consultants, technicians and nurses who are specially trained to provide a range of diagnostic and medical treatments including cornea, retina, glaucoma and pediatric surgeries, as well as a Contact Lens Clinic.



*Dr. Antoine Tarazi, Chair, Neuroscience Institute, Dr. Ashbala Khattak, JHAH cornea specialist, Dr. Albert Jun, Chief, Division of Cornea, Cataract and External Eye Diseases Professor of Ophthalmology at Johns Hopkins Medicine, Dr. Romiz Al-Hindi, Physician Manager, JHAH Ophthalmology Unit.*

# *Advanced Treatment for Depression*

*JHAH Psychiatry*



Depression can totally disrupt the lives of the person suffering from it as well as family members, colleagues and others. Depression can be treated, but in some cases, standard treatments are not effective, and that is when alternative treatments such as repetitive Transcranial Magnetic Stimulation (rTMS) can help.

As its name indicates, rTMS involves repeatedly applying magnetic stimulation to those parts of the brain most affected by depression. After your doctor determines the best place for the electromagnetic coil, it is placed on the skin and delivers electromagnetic pulses to the targeted part of your brain.

“rTMS is a fairly new modality for the treatment of depression

that has been proven to be effective,” says Dr. Abdulsamad Al-Jishi, Chief Psychiatrist, JHAH Neurosciences Institute. “Even though rTMS is a non-invasive [does not require surgery] treatment, it requires a serious commitment from the patient in that it involves receiving roughly 40 minutes of treatment five days a week for six weeks straight.”

rTMS is a fairly new treatment in Saudi Arabia and as such there are only a limited number of centers that offer it. If you are a patient being treated for depression at a JHAH Medical Designated Facility (MDF), talk to your doctor to see if you would be a good candidate for rTMS and whether you can be given a referral to JHAH for an appointment with a psychiatrist.



# *JHAH: Contributing to Evidence-Based Practice through the Systematic Review Process*

By: Bradley Wilkinson



The goal of evidence-based practice in healthcare is to provide the most effective care guided by the best available medical evidence and when necessary adapting it to address the specific needs of a patient population. JHAH uses an evidence-based model to guide clinical decision making, support clinical practice guidelines and benchmark our services against international standards.

A key part of the evidence-based model is to contribute to medical knowledge by conducting and publishing original research and to examine and analyze existing research to better understand diseases and the best available treatments. Systematic review is one type of research being conducted at JHAH.

A systematic review is designed to answer a specific medical question such as comparing two types of heart medications to determine their effectiveness or looking at two commonly prescribed medications to see which works best. The findings are then used to help determine the best treatment options.

The examples above are a few of the systematic reviews that have been conducted at JHAH as a result of an eight month

series of workshops conducted by JHAH educators and clinicians and specialists from around the Kingdom.

Twenty five JHAH clinical professionals were selected to participate in the workshops and were divided into nine teams. Each team conducted a systematic review project designed to answer a specific medical question of relevance to our patients.

“The impact of the results of this program are high and is putting JHAH on the national and international maps as a contributor to the creation of best practices,” says Dr. Ahmed Al Sagheir, Team Lead, JHAH Research Unit, and Consultant Hematologist/Oncologist. “Ultimately it helps us achieve our goal of producing applied medical research that guides our daily clinical practices.”

*“Since JHAH was formed, there has been a significant increase in the number of research proposals and publications.”*

**Dr. Abdulrazack Amir**  
Physician Manager

Head of the JHAH Office of Academic Affairs

# JHAH Research is Having a Positive Impact on Healthcare and Quality

*A Ten-Fold Increase in References to JHAH Research In Peer-Reviewed Publications*

By: Bradley Wilkinson



History shows that medical and outcomes-based research impacts the quality of our lives. Research done by Ibn al-Nafis in the 13<sup>th</sup> century led to a better understanding of the circulatory system, and insulin, used by diabetics across the globe, was the result of research conducted early in the 20<sup>th</sup> century.

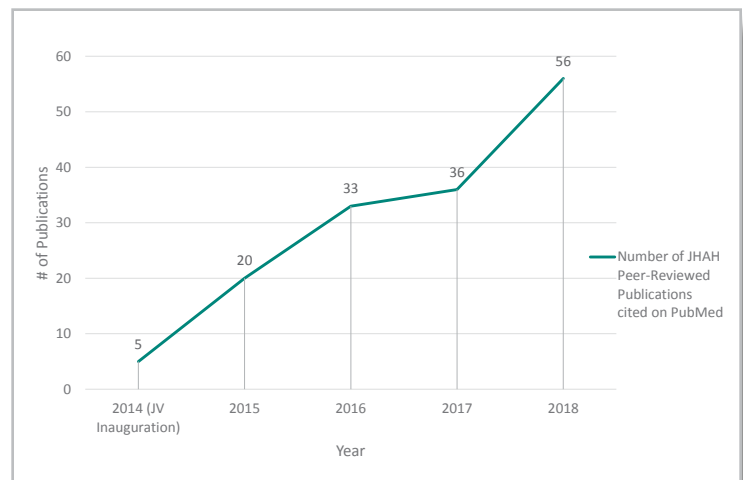
At JHAH, staff are contributing to our understanding of the disease and factors that are affecting the health and wellbeing our patient population and communities. And their work is being recognized. Since JHAH was founded, there has been a ten-fold increase in the number of times JHAH has been mentioned in medical publications around the world from five in 2014 to 56 in 2018.

This is the result of the JHAH staff’s commitment to medical care and partnerships with researchers and research experts from Johns Hopkins Medicine in conducting outcomes-based research, which is research that looks at treatments and processes to determine how effective and efficient they are.

One such study done by a JHAH team, as part of a Johns Hopkins Medicine Armstrong Institute for Patient Safety & Quality Fellowship, looked at implementing a new process to reduce the number of infections after colorectal surgery. The

process significantly brought the rate of infection down by more than 10 percent, outperforming the international benchmark. This became the first step in JHAH establishing a full Surgical Unit Safety Program known as SUSP.

Outcomes-based research studies such as this are numerous and ongoing at JHAH and are having a positive impact on the quality of care provided by being published are making a positive contribution to healthcare across the Kingdom and the world.



# Partners in Excellence

## *Distinguished Faculty On-Site Visit:*

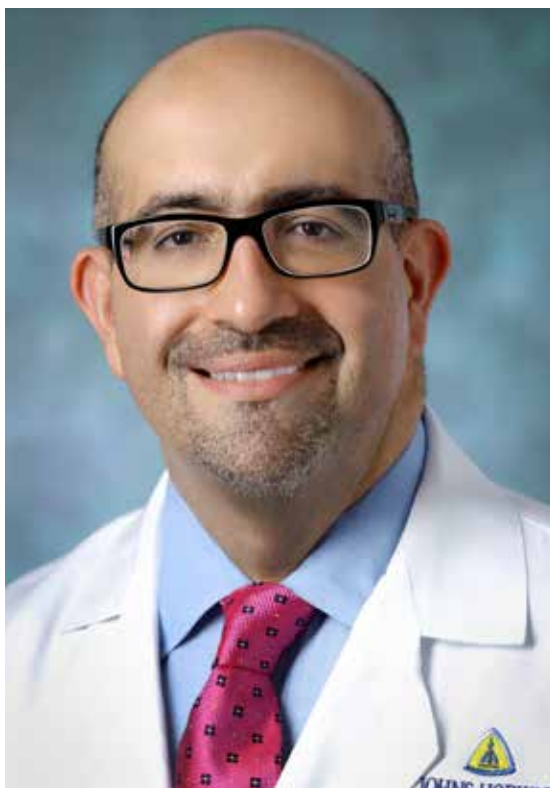
### **Dr. Wojtek Mydlarz**

*Director, Johns Hopkins Medicine Head and Neck Surgery for the National Capitol Region*

As a result of the Johns Hopkins Medicine On-Site Program at Johns Hopkins Aramco Healthcare, an eight-hour surgical resection with extensive dissection of the neck and skull base was performed at JHAH on a patient with metastasized thyroid cancer. Before the program, the patient would have been referred to another hospital.

The procedure was conducted by Dr. Wojtek Mydlarz, Director of the Johns Hopkins Head and Neck Surgery for the National Capitol Region in Bethesda, Maryland, USA. While he was here, Dr. Mydlarz also performed three additional thyroid surgeries and saw patients with head and neck disorders and with thyroid conditions. JHAH surgical teams worked with Dr. Mydlarz and support the other On-Site Program JHM doctors on all procedures.

Moreover, in two grand rounds, he shared his expertise with JHAH staff in treating benign and malignant tumors of the head and neck. During the rounds, Dr. Mydlarz discussed neck masses related to the human papillomavirus (HPV), which is a leading cause of oropharyngeal cancers worldwide. He also presented the latest advances in addressing head and neck cancers with immunotherapy, a treatment that triggers the immune system's natural defenses to attack cancer cells.



### **Dr. Mehran Habibi**

*Medical Director, Johns Hopkins Breast Center*

Breast cancer is the leading cause of cancer deaths for Saudi women and accounts for nearly one-third of all new cancer diagnoses in the Kingdom (*World Health Organization International Agency for Research on Cancer*).

As part of the Johns Hopkins Medicine On-Site Program, Dr. Mehran Habibi, Medical Director, Johns Hopkins Breast Center, Johns Hopkins Bayview, Baltimore, Maryland, USA, spent a week at JHAH where he cared for 11 patients and performed a mastectomy with reconstruction and a lumpectomy. In addition, he performed several bilateral oncoplastic lumpectomies, which combine the latest plastic surgery techniques with breast surgical oncology. JHAH surgeon, Dr. Osama Omari, participated in the surgeries.

Dr. Habibi spent two days on inpatient care and participated in JHAH's multidisciplinary breast care team meeting, where he provided consultation on 10 new cases. He also met with JHAH clinicians to discuss requirements for the National Accreditation Program for Breast Centers, a coalition of medical organizations that adheres to internationally recognized quality performance measures for breast cancer treatment.



## Dr. Michael Schweitzer

*Director, Johns Hopkins Center for Bariatric Surgery*

During his visit to JHAH, Dr. Schweitzer conducted eight leading-edge bypass bariatric surgeries and one sleeve gastrectomy bariatric surgery while either observing or assisting JHAH physicians Dr. Abdullah Al Ghamdi, Dr. Samir Abdullah and Dr. Zafer Rasim perform surgeries.

Through the Partners Contribution Agreement, he and other experts from JHM and JHAH are developing a dedicated, multidisciplinary center for obesity care and enhancing bariatric surgical services at JHAH.



## Dr. James Hamilton Black

*Johns Hopkins Medicine Vascular Surgery and Endovascular Therapy expert*

Johns Hopkins Medicine Vascular Surgery and Endovascular Therapy expert, joined the JHAH Vascular Surgery Program on surgical rotation from April 2-4, 2019. Our surgeons at JHAH treat a number of artery and vein diseases, from aneurysm or dissection of the aorta, to the narrowing or occlusion of vessels such as the carotid or the lower-extremity arteries. We also provide diabetic foot care, limb-salvage procedures and consultations if you are suffering from renal failure and are in need of hemodialysis.

Dr. Black joined the surgical faculty of the Johns Hopkins Hospital in 2004. He completed his General Vascular Surgery Fellowship in the Division of Vascular and Endovascular Surgery at the Massachusetts General Hospital and received his General Surgery Training in the Halsted General Surgery Training Program at the Johns Hopkins Hospital. In addition to his interest with open surgical reconstruction of carotid, extremity and complex aortic disease, he aggressively pursues the application of minimally invasive endovascular technologies for patients with aortic aneurysms and aortic dissection, occlusive disease of the carotid, renal, mesenteric, and lower extremity arteries. His research interests include the cellular and molecular events underpinning the development of aortic catastrophe in both atherosclerotic and connective tissue disorders, as well as diagnosis of aortic dissection and malperfusion syndromes.

While at JHAH, he performed two abdominal aortic aneurysm repairs, recanalization of an occluded SMA with stenting, and two lower extremity angioplasty and stenting procedures.

All were successful procedures for treatment of abdominal aortic aneurysmal disease, mesenteric disease and peripheral arterial stenosis.



## JHM On-Site Program

*The JHM On-Site Program brings Johns Hopkins Medicine physicians to JHAH for two purposes: to train JHAH staff in the latest treatments and surgical procedures and to provide patient care, including seeing patients, performing specialized procedures and providing patient consultations and second opinions, as well as conducting Grand Rounds for JHAH staff.*



# *JHAH and JHM Host Research Day Redux in Saudi Arabia*



JHAH recently presented its second annual Research Day, a symposium that highlights how research interests and capabilities at JHAH—supported by the collaboration with Johns Hopkins—can help improve the health of people in Saudi Arabia and the region. The symposium featured presentations tailored to JHAH’s research interests, presented by leading scientists and investigators from both JHAH and JHM.

Researchers around the world debate hotly the value of sharing biomedical and clinical research data across organizations, as well as borders. Many argue that

transparency is in the best interest of science, while protecting personal health information. Dr. Christopher Chute—Bloomberg distinguished professor of health informatics and professor of medicine, public health and nursing at The Johns Hopkins University and chief research information officer for JHM—discussed the potential and promise of leveraging global biomedical data in clinical research.

JHAH continues to refine how it’s leveraging Epic, an electronic medical records system, not only to improve patient care, but also as a database to inform research

regarding treatments for the highest-value care. Ahmad Shono, director of the Epic@JHAH project and senior director of JHAH's Clinical Applications Support Department, and Diana Gumas, senior director for clinical research information technology for JHM's Institute for Clinical and Translational Research and director of the Center for Clinical Data Analysis, introduced attendees to Epic SlicerDicer. This self-service reporting tool allows physicians and investigators to search a specific patient population to answer questions about diagnoses, treatments and outcomes.

Biostatisticians can help guide research by sharing their expertise in trial design, protocol development, and data management, monitoring and analysis. JHM's Dr. Nae-Yuh Wang—director of the biostatistics core for Bayview Medical Center's General Clinical Research Center, its Center for Mind-Body Research, and its Diabetes Research and Training Center—helped define the many roles of a biostatistician in research and how they can cull and analyze data from Epic to shape investigations.

Additionally, JHAH researchers and their JHM colleagues participated in panel discussions on how to use scientific inquiry to improve patient care at JHAH and beyond.

Participants could earn four continuing medical education credits from the American Medical Association and seven credits from the Saudi Central Board for Accreditation of Healthcare Institutions.

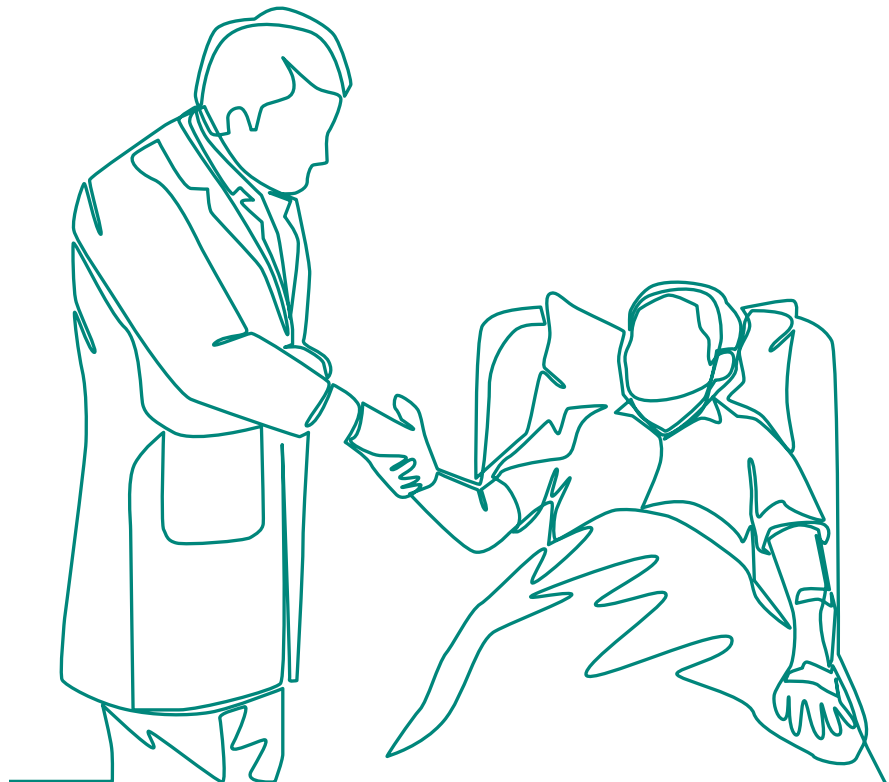
"This event highlighted JHAH's medical research work, its collaboration in discovery with JHM, and how, together, the partners are helping to propel the Kingdom's ongoing drive for international competitiveness in biomedical research and technology," says Dr. Abdulrazack Amir, JHAH's chief of academic affairs.

## *Abqaiq Health Center Launches Home Healthcare Services*

Johns Hopkins Aramco Healthcare (JHAH) Abqaiq Health Center is proud to offer Home Healthcare. Through Home Healthcare specially trained JHAH healthcare professionals go to the homes of patients who cannot visit the health center and provide services such as dressing changes and blood draws.

To find out if you or a loved one is eligible for Home Healthcare, speak to your Primary Care Physician at the Abqaiq Health Center. The Home Healthcare hours of service are Sunday-Thursday, 9 a.m. to 2 p.m.

Home Healthcare is associated with multiple benefits for the patient, including better quality of life, reduced stress and greater satisfaction. If you would like to request more information, please call our Abqaiq Patient Relations team on 565-8176/8218.





# Mining Electronic Medical Records for Research



JHAH is working with the Johns Hopkins University School of Medicine to develop a robust program of scientific inquiry that will inspire and deliver research throughout JHAH's health system.

As part of this collaborative work, JHM researchers mentor JHAH colleagues through tailored research courses that align with JHAH's mission and vision. Experts from across Johns Hopkins recently were in the Kingdom to present a three-day research course inspired by the Epic Faculty Scholars Program offered by Johns Hopkins' Institute of Clinical and Translational Research.

The programs give participants the skills and inspiration to pursue research projects based on electronic medical record sources of data. Potential benefits of this kind of research include identifying patterns of illness and injury at the population level, discovering unmet health needs, and uncovering inappropriate,

wasteful or potentially harmful services.

Dr. Edgar "Pete" Miller, deputy director of Johns Hopkins Institute for Clinical and Translational Science, and Associate Professor of Medicine Dr. Nae-Yuh Wang—a researcher and mentor in applying biostatistics to clinical, translational and epidemiologic research—taught a number of sessions. Topics included study design and research questions, evaluating clinical outcomes and reliable data gathering via questionnaires.

The nearly 30 participants also learned more about how to use Epic for research outcomes metrics and research registries. Dr. Christopher Chute, JHM's chief research information officer, and Diana Gumas, senior director for clinical research information technology for the Institute for Clinical and Translational Research and director of JHM's Center

for Clinical Data Analysis, presented workshops on Epic registries, using medical record data for clinical research and data quality control.

JHAH participants formed small groups focused on a research question they jointly chose to pursue. Each group paired with a JHM mentor and participated in hands-on workshops to hone their research question and draft proposals, including timelines and data sources.

Participants earned 13 credits from the Saudi Central Board for Accreditation of Healthcare Institutions. "More importantly, these investigators learned new skills around outcomes research and forged stronger relationships between JHAH and JHM colleagues. Small group sessions focused on developing research projects built around disease-specific EPIC patient registries to improve the quality and efficiency of clinical services and strengthen patient safety at JHAH," says JHM's Dr. Miller.

# *Right Resources for Right Care*



How can a leading health system be sure it's providing patients with the right care at the right time, in a cost-efficient manner? Johns Hopkins Aramco Healthcare (JHAH) has embraced hospital utilization management, which combines utilization review, risk management and quality assurance to promote judicious use of its resources and ensure patients receive high-quality care.

Johns Hopkins Medicine (JHM) and JHAH care management teams are creating a thorough utilization management plan at JHAH, and recent collaboration included presenting two workshops in Saudi Arabia. Dina Goldberg, executive director of population health innovation and transformation for Johns Hopkins HealthCare, and her team worked with colleagues from Dhahran Health Center and the Al-Hasa Primary Care Clinic to review JHAH's plan and framework.

This included providing training in how best to integrate criteria from the InterQual software into JHAH's daily workflow. The health system can use InterQual criteria

as an evidence-based standard to make sound clinical decisions and control costs for patient care across its five company-owned facilities and at its medically designated facilities throughout the Kingdom.

Workshop participants also examined best practices for interacting with insurance companies to avoid claim denials, tracking data for optimal patient outcomes, and delivering all hospital activities to ensure care is appropriate and necessary.

"Saudi Aramco has a lasting legacy of providing high-quality health care to its employees and their medical dependents, regardless of where they are stationed in the Kingdom," says Dr. Mohammed Al-Ghamdi, acting chief population health officer at JHAH. "The joint utilization management efforts will help ensure JHAH's hospitals continue to provide high-quality, high-value care to its current patients, and potentially to the broader health care market in the years to come."

# Better Online Experience, Better Patient Experience



After nearly a year of cross-department collaboration, JHAH's digital communication and website team has unveiled a totally transformed website for the health system. The new JHAH.com is a comprehensive hub of information—in Arabic and English—to help current and prospective JHAH patients and their families improve their health and manage their health care needs more easily.

Highlights of the redesign include an expanded physician directory; 50+ clinical service webpages, including more comprehensive information on primary care and preventive and population health programs such as smoking cessation and weight management; consumer-friendly health information from JHM experts; and a landing page for MyChart, a health portal where patients can schedule appointments, view lab results and access personal medical files, among other functions.

The site also enables increased engagement: Since the go-live, more than 1,700 users have enrolled as patients, signed up for health programs, registered for community outreach lectures by JHM experts, submitted patient relations queries, among other interactions with the health system.

"It was a tremendous undertaking to create a site that better represents who JHAH is to the world," says Dr. Linda Lee, JHAH's medical chief of staff. "Current and future patients now have at their fingertips reliable information to help safeguard their health and easy access to our comprehensive primary and specialty clinical services for them and for their loved ones."



# Operation Infection Intervention



Keeping patients safe is a pillar of high-quality health care. “As JHAH continues its progress in creating an integrated patient safety system, JHM is offering tools and training to help enhance staff members’ skills in protecting patients from preventable harm and medical errors,” says Deborah Hobson, a safety and quality improvement specialist in JHM’s Department of Surgery.

Ms. Hobson and Wilma Berends, a nursing consultant at Johns Hopkins Medicine International, recently traveled to Dhahran Health Center to help JHAH refine its Comprehensive Unit-based Safety Program (CUSP) to continue to provide a safe environment for patients and hospital staff.

Starting in fall 2014, JHAH began integrating CUSP and implemented its first program in 2015, with additional

initiatives following in 2017. JHAH also has focused on preventing Central Line Associated Blood Stream Infections (CLABSIs), an avertible threat that leads to thousands of deaths each year and billions of dollars in added health care costs.

Now JHM is helping JHAH to re-evaluate its CUSP units, with direct input from the program leads, to ensure top efficacy in decreasing infections and improving outcomes in patients in the intensive care units and those who require a central line insertion. The JHM experts also provided training to JHAH Emergency Department staff members, who began rolling out a CUSP program in January 2019.

With JHM’s support, JHAH staff and frontline caregivers alike continue to nurture a culture of patient safety, with the ultimate goal of eliminating harm completely.

# Intervention, Inheritance and an Aggressive Disease

*JHM's Dr. Mark Duncan Discusses the Latest in Gastric Cancer at JHAH*



Gastric cancer is among the deadliest forms of cancer in Saudi Arabia and across the Gulf region, as reported in a 2018 study published in the Saudi Journal of Biological Sciences. Dr. Mark Duncan, vice chair and associate professor of surgery at Johns Hopkins Medicine (JHM), presented a Grand Rounds on surgical treatments for gastric cancer to an audience of 284 during his recent Distinguished Faculty Visit.

Dr. Duncan specializes in gastrointestinal surgery and surgical oncology, treating the esophagus, stomach, intestine, colon, rectum, gallbladder and pancreas. He co-directs JHM's Gastric Cancer Center. He also literally wrote the book on treatment for these diseases—*Johns Hopkins Patients' Guide to Cancer of the Stomach and Esophagus*—to empower patients and families with accurate, understandable information about treatment options.



Dr. Duncan was one of a group of JHM researchers, clinicians and biomedical engineers who recently published a paper in the journal *Clinical Cancer Research* that describes a simple, inexpensive screening they invented that uses specific genetic biomarkers to detect dangerous changes in the cells that line the esophagus. The tool holds promise as a reliable screening tool for this disease.

For now, gastric cancer remains a particularly aggressive disease with poor treatment outcomes because most cases remain undetected until it is in a late stage. Almost all patients with gastric cancer at this time will require surgery—either traditional open surgery or minimally invasive surgery. Dr. Duncan shared knowledge on the surgical options that will help ensure the best outcomes for patients at JHAH who are diagnosed with gastric cancer.

He also reached out directly to 85 members of the community with a lecture titled “*What do you know about cancer in your family?*” Attendees learned more about how genetics can make some people more vulnerable to inherit cancer than others. They also heard about how environmental factors such as smoking and diet often affect which people will develop the disease.





# *A Volunteer Voice*

## *from Ras Tanura Health Center*



Back in 2017 during a regular visit to the Ras Tanura Health Center, my wife voiced a valid concern to her doctor, who responded by asking her if she was willing to join the Patient Advisory Council as a volunteer member to share her experiences and comments. My wife told the doctor that she believed her husband had the time and energy to contribute and support this committee.

A few weeks later I was approached by a Johns Hopkins Aramco Healthcare project team leader who gave me information about this initiative and the goals that they were trying to achieve. The exciting part that drove me to join the council is that I was born in the Ras Tanura clinic, and I know a lot of about the health center. I believe it's my social responsibility to assist in pointing out positive and negative observations — knowing that this is one of the first Patient Advisory Councils in Saudi

Aramco, and our work will pave the road for other councils to learn from our challenges and experiences.

The day I received the invitation to serve on the council, I was hesitant to accept or reject because of my past experiences with a medical relation group in resolving issues and concerns. But then I decided to attend the first meeting and see how the council functions.

Frankly speaking, I was touched by the team leader's positivity and transparency in accepting all highlighted concerns and ideas brought to the table in order to improve medical care. As Ras Tanura patients, we need to work together and listen actively to all concerns.

At the second meeting, I suggested to the team leader that we had lots of thoughts on the table and needed to start implementing valid suggestions and resolve any concerns in a timely manner. From the initial feedback I received, I felt comfortable signing a two-year voluntary agreement to join the council.

By the third meeting, we were starting to see minor changes at the health center, and our concerns were being logged and prioritized in a professional manner with clear action. Yet we were hoping that things could be moving faster and smoother. When we analyzed the data and comments logged in the system, it was clear that we had many items to work on with the council team in order to bridge the gaps and fill the shortfalls.

With management support, as a team we can promote the health center to achieve excellence. The first year since

I joined the council is almost over. We are seeking to extend our concerns and suggested improvements to JHAH and the Dhahran council, since some of the issues are linked to specialty clinics in Dhahran.

As a volunteer in Ras Tanura, I'm proud to say that as a team we have accumulated approximately 230 man-hours of hard work and dedication to voice the concerns of patients, and we have also been involved in finding solutions, in collaboration with the medical experts.

As volunteer members, we are obviously not experts in the medical field and we can't fix technical or competency issues, but it's our social responsibility to actively log our observations, suggestions and complaints into the system to help the medical organization achieve its noble goals.

# Mobile Chargers

## Now Available

Need to charge your phone? As our patient, you come first. We want you to be able to communicate with your loved ones when visiting our Dhahran facilities, so head to Primary Care or Liwan Cafe in our hospital lobby and recharge your phone with our wall mobile device chargers.



## Meet Our People



"I love my job working with patients and their families in the Patient Support Services Department is very rewarding."

Samirah Fardan  
Scheduling Coordinator  
Patient Support Services Department

"In pediatric dentistry, we are happy to be part of the transformation in JHAH, as well as in our country. We strive to educate our young patients and their caregivers about oral health; provide high quality dental care; and establish excellent, lifelong relationships in order to improve our patients' quality of life."

Dr. Hassan AlNahwi  
Pediatric Dentist  
Al-Hasa Health Center



"I feel privileged to be a member of Johns Hopkins Aramco Healthcare's skilled team of Facility Management and Safety Professionals.

A safe and secure environment for our patients, visitors and staff is, and has always been, central to our strategy and culture."

Hadi Al-Irjan  
JHAH Safety Officer





“Cytotechnologists are part of the behind-the-scene healthcare team who are specialized in the study of human cells for early signs of disease and damage and are specifically trained to detect cancers.

I am very proud of being one of a small team of professionals here at JHAH for the difference we make in detecting abnormal cells.”

**Bashayer Al Mutairi**  
Senior Specialty Clinical Technology  
Specialist-CT

“JHAH empowered me to strengthen the partnership between JHAH and the community. By conducting public relations and outreach activities, I have grown professionally and am personally satisfied by reaching out to people and delivering the message that at JHAH, We Care!”

**Sara AlMoaibed**  
Public Relations Representative  
Corporate Affairs Department



## Meet Our People *(Continued)*



“Pharmacy is a diverse and rewarding career. We play a key role in helping patients get well and feel better. In JHAH, we educate patients about their medication to raise awareness and improve medication adherence. It is such an honor being a part of JHAH’s healthcare team.”

Ahmed Al Betiri  
Pharmacist  
Pharmacy Services Department

“At the JHAH Blood Bank, I am honored to be among a dedicated and qualified team who work in tandem to assure that our patients receive distinguishable transfusion services.”

Aqeel AlOtaibi  
Senior Medical Technologist  
JHAH Blood Bank



“Supply Chain Management has a broad range of activities that require planning, controlling and executing product flow. I love that I have a positive impact on those around me when I work with customers and vendors to help them improve their material handling operations. Working at JHAH Supply Chain had offered me countless learning opportunities, and I am so thankful for a career that challenges me to grow and allows me to give back every day.”

May Hussain  
Buyer (Clinical)  
Supply Chain Management Department

“I feel very satisfied when I’m capable of communicating with my colleagues using lip reading, sign language and other means when necessary because I’m impaired hearing. I’m excited about what I do in the Dental Lab, and I’m very lucky and proud to be at Johns Hopkins Aramco Healthcare.”

**Hanoof AlKhalaf**  
Senior Dental Laboratory Technician  
Dhahran Dental Clinic



“I am honored to have the opportunity to be part of this organization that promotes Safety, innovation, and best practice.”

**Jamal AlShaalan**  
Director of Advanced Imaging Unit  
Radiology Imaging Department



## JHAH Recent Appointments



**Dr. Shireen Qureshi, MD, FRCPC, FAAN**  
Consultant Neurologist / Clinical Neurophysiologist

JHAH congratulates Dr. Shireen Qureshi, Consultant Neurologist / Clinical Neurophysiologist, on her appointment as an Adjunct Assistant Professor of Neurology at the Johns Hopkins University School of Medicine.

Dr. Shireen Qureshi has also been elected as a board member of two scientific neurology societies; The Saudi Neurology Society and Saudi Epilepsy Society. These are registered and affiliated with the SCFHS.

“My aim is to adhere to the highest standards of care in my field of adult neurology. May Allah help me deliver exemplary care to my patients and to serve as a role model. This appointment is a highly prestigious honor.”



# Social Media Highlights

## What you might have missed

مرکز جونز هوبكنز ارامكو الطبي  
Johns Hopkins Aramco Healthcare



Infants exposed in-utero to first or second-hand smoke, frequently experience reduced lung growth and function. Children exposed to second-hand smoke are at risk of asthma, pneumonia, bronchitis, and frequent lower respiratory infections.

Source: World Health Organization

800-305-4444 | www.jhah.com

مرکز جونز هوبكنز ارامكو الطبي  
Johns Hopkins Aramco Healthcare



Headache    Dizziness    Heart Problems    Nose Bleed

125 / 85

**Signs of High Blood Pressure**

Vision Problems    Fatigue    Numb Hands & Feet

800-305-4444 | www.jhah.com

مرکز جونز هوبكنز ارامكو الطبي  
Johns Hopkins Aramco Healthcare

**MyChart help Tip**  
**How can I access my children's records?**

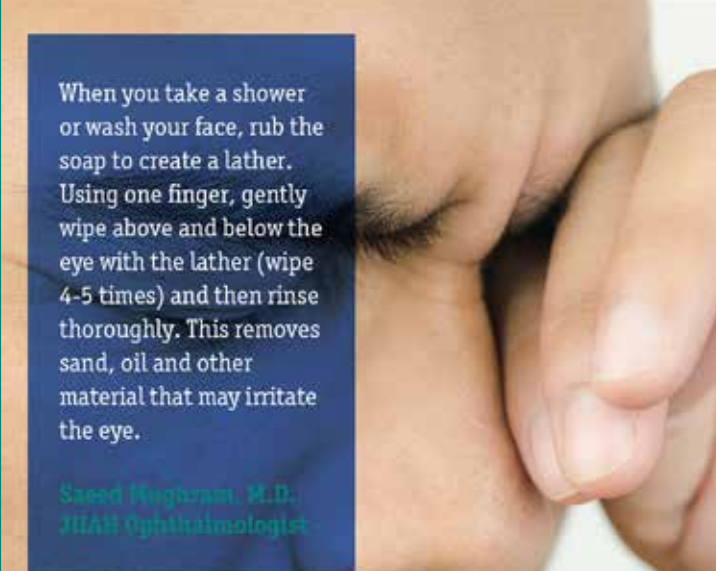
You may request access to the records of your children who are under 18 years old to manage their care by submitting a request for proxy access with these steps:

- After logging into MyChart, from the Settings tab, select Personalize
- Click the link "Request Proxy Access to your child's record"
- Complete the required fields in the form and Submit
- After your request has been processed by JHAH staff, you will see a new icon the next time you log into MyChart

800-305-4444 | www.jhah.com

مرکز جونز هوبكنز ارامكو الطبي  
Johns Hopkins Aramco Healthcare

**Washing your eyes**



When you take a shower or wash your face, rub the soap to create a lather. Using one finger, gently wipe above and below the eye with the lather (wipe 4-5 times) and then rinse thoroughly. This removes sand, oil and other material that may irritate the eye.

Saeed Magharam, M.D.  
JHAH Ophthalmologist



We would like to thank the Sawaed Association for Physical Disability @SWAEDKSA for their hospitality during a visit by our #JHAH staff to their headquarters.



We thank our generous blood donors at @Saudi\_Aramco Drilling & Workover Services Department for their commitment to #Citizenship by saving lives.

## Why Breastfeeding?

Breast milk contains antibodies, which are special substances that help fight infections. This is why breast milk helps prevent your baby from getting sick with diarrhea, ear infections, lung infections, and allergies.

مركز جونز هوبكينز  
أرامكو الطبي  
Johns Hopkins  
Aramco Healthcare

A simple line drawing in blue ink showing a woman in profile, wearing a headscarf, breastfeeding an infant who is lying on its stomach.





مرکز جونز هوبکینز  
آرامکو الطبي  
Johns Hopkins  
AramcoHealthcare

### Hepatitis C Treatment at JHAH

For the past three years, JHAH has been providing novel and advanced medication therapies for Hepatitis C patients through the gastroenterology service. This practice has revolutionized the treatment protocols for our patients from standard therapy to near cure rates. The new oral medication combinations are dosed more conveniently, shorter in duration, have less side effects, and can effectively cure the infection within a high percentage of cases (up to 99%) compared to the standard previous treatments.

800-305-4444 | www.jhah.com



## Dehydration

SIGNS AND SYMPTOMS

مرکز جونز هوبکینز  
آرامکو الطبي  
Johns Hopkins  
AramcoHealthcare

When you're dehydrated, your body doesn't have enough fluid to work properly. An average person on an average day needs about 2 quarts of water.

If you think you're dehydrated, drink small amounts of water over a period of time. Taking too much all at once can overload your stomach and make you throw up. For people exercising in the heat, sports drinks can be helpful. Avoid any drinks that have caffeine.

- Extreme Thirst
- Dry Mouth
- Swollen Tongue
- Less Frequent Urination
- Headache
- Fatigue
- Bad Breath
- Dizziness
- Palpitations

800-305-4444 | www.jhah.com

## Advantages of Metered Dose Inhalers (MDIs)

Did you know that using a metered dose inhaler to take your medication is better than using a nebulizer during an asthma attack?

- More effective if used correctly
- Takes less time
- Easy to carry
- Reduces risk of bacterial contamination
- Less risk of a side effect

مرکز جونز هوبکینز  
آرامکو الطبي  
Johns Hopkins  
AramcoHealthcare


800-305-4444 | www.jhah.com

Know your asthma triggers and keep your inhaler close to you at all times. Visit our Healthcare Encyclopedia to learn more about asthma.





JHAH launches Total Knee Replacement surgery in AlHasa Health Center. Whether your knee problems are caused by age or an injury, our team provides comprehensive care to improve your quality of life & mobility.

### Damaged knee



### Total knee Replacement




 800-305-4444 | [www.jhah.com](http://www.jhah.com)

## World Day for Safety and Health at Work 2019

*Safety and health and the future of work - 28 April 2019*

### SAFETY AND HEALTH AT THE HEART OF THE FUTURE OF WORK

Building on 100 years of experience



مركز جونز هوبكنز  
ارامكو الطبي  
Johns Hopkins  
Aramco Healthcare


 800-305-4444 | [www.jhah.com](http://www.jhah.com)

## Benefits of Running

-  Strengthens muscles
-  Improves lung function
-  Helps in weight control/loss

-  Strengthens the immune system
-  Reduces risk of heart disease
-  Reduces high blood pressure
-  Improves brain function



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ارامكو الطبي  
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Aramco Healthcare


 800-305-4444 | [www.jhah.com](http://www.jhah.com)

# Social Media Highlights

## Flashback

### Flashback 1952

The Dhahran Health Center under construction



### Flashback

The Dhahran Health Center Vaccination program



### Flashback 1952

The Dental Clinic in the Dhahran Health Center (left) the Dental Clinic in the 2019 Al-Hasa Health Center.



# Thank You

## Letters of Appreciation

*Letters of Appreciation - Patient and Relative Feedback in their Own Words*

### **Subject: Appreciation**

Mr. Payas,

This is to extend a heartfelt thanks and appreciation to you and the Dialysis team at Dhahran Hospital for the excellent care that you have provided to my father, who passed away last Friday (God bless his Soul), during his years of illness. The Nursing team's kindness, sincere caring, and concern made my father's suffering much less during the years that he was under your care.

Best regards,

Walid Saleh Alkulaib

### **Subject: Appreciation**

I want to thank all of you for your kind running and support for me as a patient, especially Marian Kenny. I gratify your way as emergency nurse for your profusion, calm, and nice way team, as I notes how much your way abundance approachable, and supportive, even its seems exhausting department but still all of you running to attention of use as a patients.

Also I want to extend my thanks to your emergency managers for their perfect team special doctor Reda Momen, Technician WILLY FAJARDO, TOUMEH, KHALED, Al Ansari, Alaa Nasser

Thank you all, Aqrouq

### **Subject: Appreciation**

Greetings all,

I am sending this email to express my sincere gratitude to the EMS team specially who worked on the night of June 24. My husband came to the hospital with an acute problem. During my time in EMS, couldn't feel but like that I am surrounded by my family at work, everybody on that night showed care and concern along with high standard of care, being around you guys indeed ease my stress and worries regarding my husband's condition.

He was discharged thanks to God an doing much better now. Allow me to thank my EMS family, special thanks to (CNO Paul, Kareema, Sam, Bryan, Rose, Siham and Dr.Parves who looks after my husband's case). I would like to extend my appreciation to Cardiology team including Dr.Rababah, Dr.Rushdy and Dr.Ujaily. Last but not least CNO Samah who was following his procedures while I was at home & kept me updated.

Thanks to each and every one who call or texted asking about my husband's health, hope you will stay always healthy along with your loved once.

I can't thank you enough guys for your wonderful support and care that you do, proud to be part of this wonderful team.

Yours Gratefully

Alaa Al Ansari

Good afternoon Dr. Rigamonti,

I would like to commend two of your staff, Dr. Ahmed Razwan, surgeon, and Hawazen Bader, scheduler. They were exceptional in caring for their patients and providing service above and beyond what was expected. Their dedication positively reflects JHAH's commitment to providing world-class, personalized care.

I wish both Dr. Razwan and Hawazen well in their careers.

Thank you,

Meshaal Al Khaldi, Manager

Aramco Central Community Service Department



# JHAH Highlights

The Five paramedics from across JHAH were recognized by their colleagues as being role models for their proactive approach, efficiency and productivity. They reflected professionalism and commitment in the work environment and elevated the quality of care and services were provided to our customers.

## Role Model Paramedic Recognition

### Role model paramedics

- Mustafa Taleb, Dhahran
- Tareq Al Shammari, Ras Tanura
- Abdullah Al Zahrani, Abqaiq
- Hussain Al Sayagh, Al- Hasa
- Hamad Al Hindi, 'Udhailiyah

### Management

- Ali Al Hajri, Director Pre-Hospital Care Division
- Hisham Al Aliwi, DH Pre-Hospital Care Unit Manager (A)
- Noor Al Mubarak , RT Pre-Hospital Care Unit Manager
- Ali Al Khodair, ABQ Pre-Hospital Care Unit Manager
- Saad Buhalim, Hasa Pre-Hospital Care Unit Manager
- Hamad Al Hindi, UDH Pre-Hospital Care Unit Manager (A)



*Noor Al Mubarak, Tareq Al Shammari, Mustafa Taleb, Hamad Al Hindi, Ali Al Hajri, Hisham Al Aliwi, Saad Buhalim, Ali Al Khodair*



Having blood drawn is not enjoyable, but it is an essential step in diagnosis and treatment. It can be particularly unpleasant when your vein is hard to find. Welcome to a device JHAH is now using called the "VeinViewer." Using infrared light and a technology called Active Vascular Imaging Navigation, the VeinViewer displays blood flow up to 15mm below the skin, making the whole experience much easier for the healthcare provider and less painful for our patients.

## Vein Viewer

## Mount Sinai Visit

On April 1, Dr. David Reich, President and CEO of Mount Sinai Hospital in New York, and a senior team of medical and administrative staff met with Dr. Daniele Rigamonti and other C-suite members where they were given an JHAH overview presentation and toured JHAH medical facilities.

Afterwards, Dr. Rigamonti and Abdulmohsen Al-Mukhaild, JHAH COO, took the Mount Sinai team to meet with Dr. Muhammad M. Saggaf, Aramco Senior Vice President, Operations & Business Services, and then with His Excellency, Khalid Al-Falih, Minister of Energy, Industry & Mineral Resources and Chairman of the Saudi Aramco Board.





## Autism Campaign

On April 4-6, JHAH participated in the Ministry of Education hosted campaign at Al-Rashid Mall to raise awareness on Autism by teaching red flags for autism and the importance of early intervention.

## Why Autism Awareness is Important

Sara Al-Moaibed, Team Leader of events at Johns Hopkins Aramco Healthcare (JHAH), represented JHAH in discussing with Saudi Aramco's Media Productions our organization's role in the community with leading and collaborating in educational and outreach events, to raise awareness and enhance the wellbeing of our community.

As Autism is an area that we have a deep expertise in; so it is a focus of our activities.

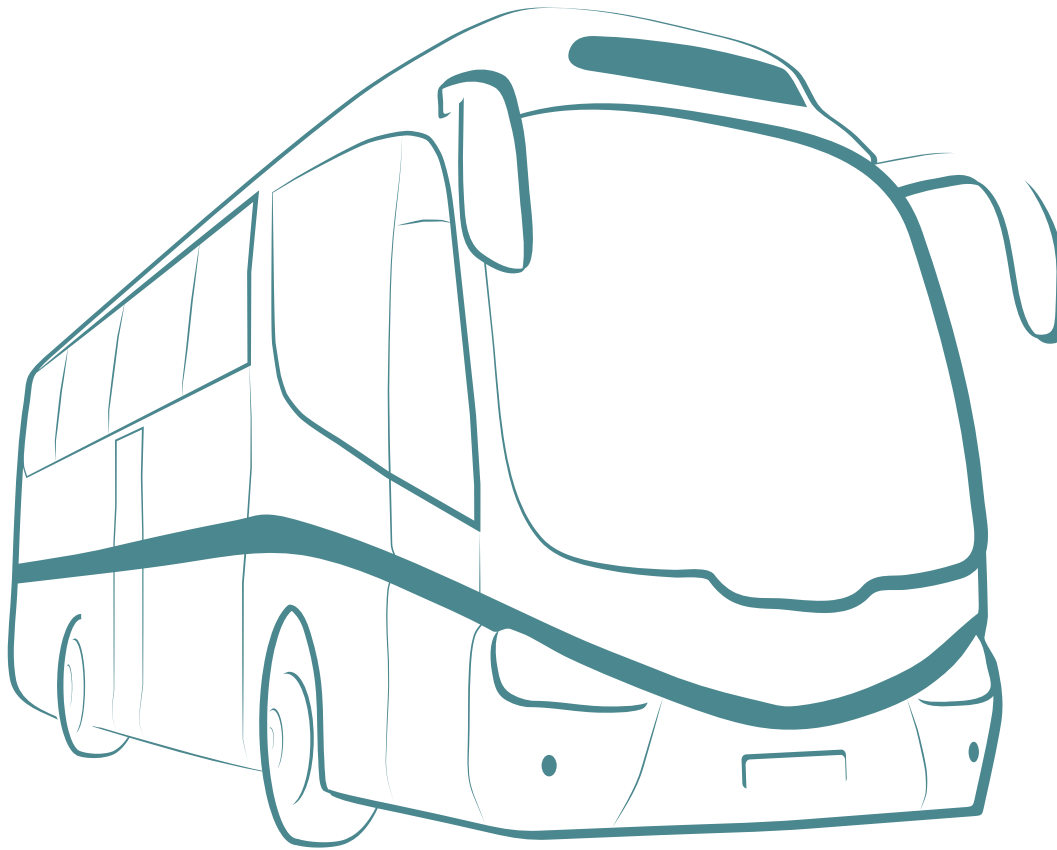
"During Autism Awareness month, we participated in an Autism Awareness campaign with the Ministry of Education in Rashid Mall, we had two events within the Saudi Aramco camp, a "Walk with Kids with Special Needs", and a special needs awareness campaign. These activities raised the public's awareness about Autism and other neurobehavioral disorders through educational sessions and workshops. Our website and social media are a rich source of information and support when it comes to learning more about Autism and other health topics. I encourage you to visit us at [JHAH.com](http://JHAH.com) and follow us on twitter @JHAHNews." Sara Al-Moaibed

# JHAH Congratulates Dr. Basem Futa



JHAH congratulates Dr. Basem Futa for reaching a milestone of donating blood 65 times. His commitment has helped patients all over the Eastern Province.

# New Bus Service Between Al-Hasa and Abqaiq Health Centers



A bus service is now operating between the Al-Hasa and Abqaiq Health Centers.

This information can also be found in JHAH.com, on the Contact Us page under Travel. Below are drop-off sites marked on the JHAH Health Center maps which can also be found on JHAH.com

Al-Hasa and Abqaiq Health Center Bus Schedule		
<b>Sunday</b>	<b>8 a.m. Departs</b> Abqaiq Health Center, Main Entrance	<b>11:30 a.m. Departs</b> Al-Hasa Health Center, Door 10
<b>Sunday</b>	<b>9 a.m. Arrives:</b> Al-Hasa Health Center, Door 10	<b>12:30 p.m. Arrives:</b> Abqaiq Health Center, Main Entrance
<b>Tuesday</b>	<b>Noon: Departs</b> Abqaiq Health Center, Main Entrance	<b>3 p.m. Departs</b> Al-Hasa Health Center, Door 10
<b>Tuesday</b>	<b>1 p.m. Arrives</b> Al-Hasa Health Center, Door 10	<b>4 p.m. Arrives</b> Abqaiq Health Center, Main Entrance
Kindly note: You will need to present your Saudi Aramco ID to board the bus		

If you have any questions, please contact the following:

**Abqaiq**

Khalid Al-Arjani (013) 565-8111

**Al-Hasa**

Abdullatif Al-Sayil (013) 533-6063

**Dhahran**

Mofeed Al-Sinan (013) 870-7663

Hussain Al-Talaq (013) 870-3145





# Become a patient at Johns Hopkins Aramco Healthcare



## How to register

1. On the Saudi Aramco corporate portal, go to **myhome**
2. Click on **My Information**
3. Select **My Family**
4. Select the individual to be registered, then click on **Change Medical Provider**
6. Once you click on Change Medical Provider, you can select **Johns Hopkins Aramco Healthcare, (Dhahran or Al-Hasa)**
7. You will receive an email notification in your Saudi Aramco email inbox to confirm

For more information on how to change your registration, contact your local HR Service Center or visit HR Online

**Eligible Saudi Aramco employees and their dependents are invited to register for healthcare at JHAH.**

## JHAH's Nurse Care Line



### Save yourself unnecessary clinic visits if you have:

- A cough or a cold
- A sore throat
- An earache
- Discharge from the nose

**Sunday - Thursday**

**7:30 a.m. - 3 p.m.**

**How to Call the Nurse Care Line:**

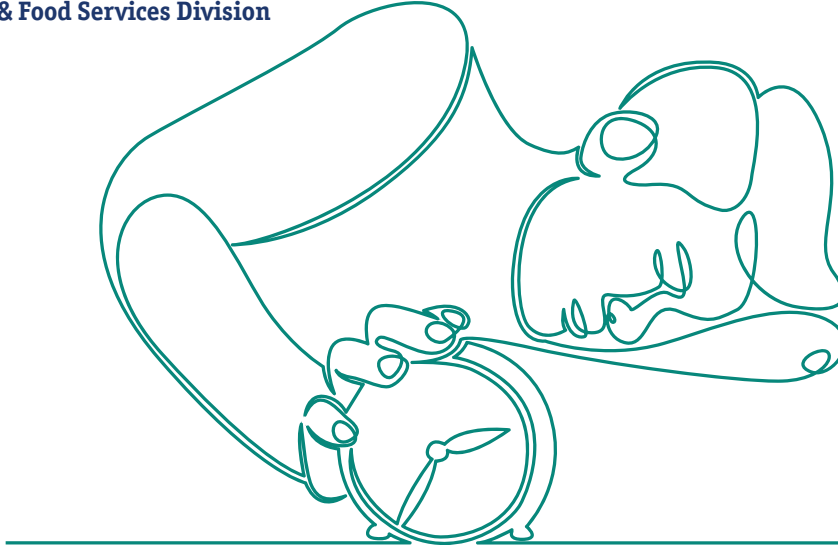
Dial 800-305-444

or 870-3888

Follow the prompts to speak to a JHAH nurse

# Nutrition Guidelines for Getting Adequate Sleep

JHAH Clinical Nutrition & Food Services Division



Below are the answers to some frequently asked question on the role of nutrition in helping people sleep answered by Clinical Nutrition and Food Services Division of Johns Hopkins Aramco Healthcare experts Ghada Al Habib, Director, and Dr. Basem Futa, Advisor.

**Question:** Does lack of sleep cause health problems? My sleeping pattern is short, shallow and interrupted. Can you give me a diet plan to help me relax and sleep better as I only sleep 4 hours of interrupted sleep?

**Answer:** Adequate sleep (7-8 hours of continuous sleep) is important for health and wellbeing as many physiological processes take place in the body and brain while you sleep. These include repairing of damaged tissue, resting the body and recharging the body with energy and hormones. Lack of sleep interrupts these processes and can cause discomfort, stress and tiredness at work and while driving.

**Question:** Is there any food that can help me sleep?

**Answer:** There are many foods that can help you relax and your body secrete sleep hormones. These include bananas, tomatoes, almonds, walnuts, pineapples, dates, figs, honey, milk, yogurt, laban and bread (whole grain or wheat is best).

**Question:** What foods or beverages cause insomnia and sleep disturbance?

**Answer:** There are many. Let me share a few.

Beverages containing caffeine as caffeine is a stimulant. Examples include coffee, tea, chocolate and some soft drinks. Replacing caffeinated beverages with decaffeinated types

is recommended, in particular, 3-4 hours before bedtime. Consuming heavy or greasy meals at dinner disturbs sleep. In addition, foods that produce gas, such as lentils, beans, cabbage, broccoli, hummus, onions and cauliflower, disturb sleep.

**It is best if you do the following:**

- Consume a light dinner 2-3 hours before bedtime that if possible includes dairy products that induce sleep such as a banana shake, laban mixed with dates, yogurt mixed with strawberry or figs with almond or walnuts.
- Do not skip dinner as hunger in the night can interrupt your sleep.

**Question:** I'm obese. Does obesity disturb sleep as I often wake up suddenly from sleep and experience shortness of breath?

**Answer:** Yes, obesity can interrupt your sleep and not allow you to get the required deep sleep. This is very risky, especially while driving or working with chemicals, electrical or sharp tools and heavy equipment. Losing excess weight by eating well-balanced and low caloric meals and performing regular and moderate exercises can help you sleep better.

**Question:** Are there things I can do to help me get better sleep?

**Answer:** Yes, there are many things you can do to help you sleep. You can take a warm bath at bedtime, dim the lights in your bedroom, avoid noise and read Qur'an or listen to music before sleep. You can put your cellphone on silent mode, wear relaxing clothes and keep the temperature at a comfortable level. And finally, you should not exercise in the late evening.

# The Power of Art



Johns Hopkins Aramco Healthcare recognizes that being diagnosed with and then treated for breast cancer can be very stressful. Therefore, JHAH Cancer Care Institute is always looking at ways to help alleviate that stress.

On July 16, the Psycho-Oncology Clinic invited a Saudi art therapist and mental health counselor, Alaa Al-Hajji, to conduct a workshop for breast cancer patients and survivors. “Art therapy is a mental health profession that uses creative expression to promote emotional, mental and physical well-being,” says Al-Hajji. “Art therapy can provide relaxation, an escape from anxiety and can help patients process the emotions related to a cancer.



Nineteen participants attended the session even though at the beginning a few were nervous and didn’t know what to expect. During the workshop, they shared their experiences, celebrated their strengths and engaged in creative projects designed to help them address their challenges. One patient said the therapy helped her feel better and understand that she is not alone. “I feel more positive and feel I can survive. I now know I am not alone,” she said wishing to remain anonymous.

The institute is planning to conduct monthly breast cancer support group meetings for both current patients and survivors. The group will be led by Dr. Hisham A. Al Ramadan, Advanced Mental Health Counselor, and will be coordinated by Judith S. Guevarra, Breast Care Nurse Coordinator.



# Demonstrating Excellence in Patient Care



This word cloud displays the most frequently reoccurring words according to size (larger words are those that have been used most often) in the positive feedback from patients in the Outpatient, Inpatient and Pediatric clinics.

**"The doctor is very kind and responds to questions friendly- shares the prescription and negotiates to us. He cares"**

*"The Doctor is one of the best Doctors I have seen."*

**"Excellent work ... very professional"**

# Patient Voices

"The coordinator nurse in surgical clinic was very cooperative and helpful. the receptionist also was helpful. - The doctor in psychology clinic whom I saw was very very good and gave me a lot of time.. "

"The doctor was extremely thorough. He took the time and care to look at the situation not only in the short term- but also in the long term. He was wonderful in every aspect."

"My last visit was a good relief. My concern was treated well. Special thanks to Dr.David Cowan and Dr.Wael Hasan. You will be most recommended! - Thank you so much."

*"Everything went excellent i'm happy with my Care"*

**"The treatment and care I get from Dr najjar and his team are excellent and I appreciate the medical treatment in Aramco hospital and its employees"**

*"Excellent patient experience"*

**"Caring and personal demeanor. Takes time to listen to patients concerns."**



# Be Salt Cautious

## JHAH Clinical Nutrition & Food Services Division

We've all heard it, and we should listen. Too much salt is unhealthy; however, when we are shopping and looking at food labels, salt content is not what you'll see--SODIUM CONTENT is.

Salt is made up of 40% sodium, and sodium has been linked to an increase in blood pressure, which can damage the heart, brain, kidneys and other organs. International health organizations recommend that people limit their sodium intake to 2,300 mg. per day. This is equal to about 5 grams (1 teaspoon) of salt.

The problem is that much of the food we eat today, particularly packaged/processed foods, and beverages we drink (colas with sodium phosphate) contain sodium. As a result, many people consume too much salt not be adding it to their food but because of the amount already in their food and drinks.

Following are a few tips to help you reduce your salt/sodium intake.

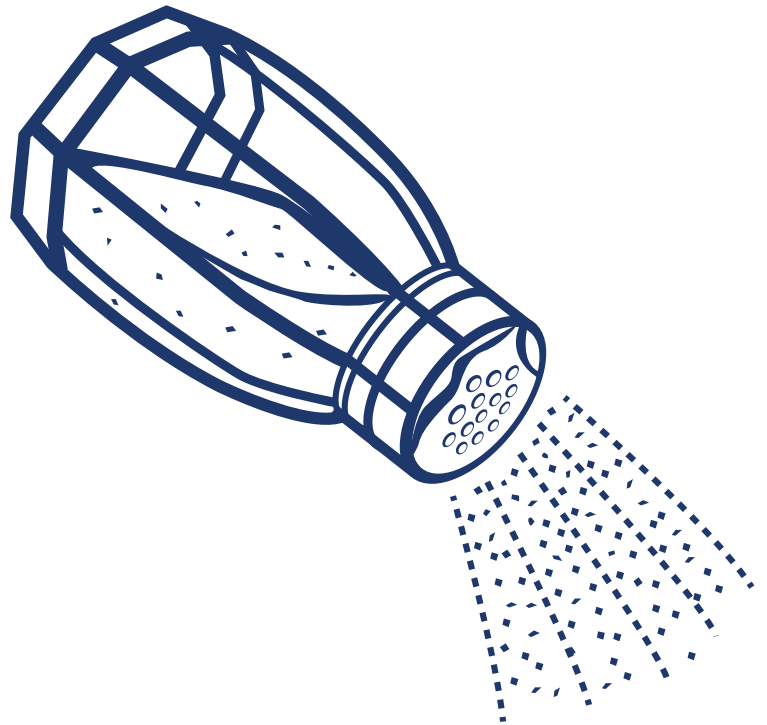
### Sources of Salt in Food

- Salt added to food during processing. This represents 70-80% of daily salt intake.
- Salt added to food during cooking or at the table. This represents 20-30% of daily salt intake.

### To Be Healthy, Be Salt & Sodium Cautious

- Read the sodium content (listed in mgs) on food container labels.
- Purchase unsalted food

<b>Salt Daily Value</b> 5 grams	0.3 gram or less per 100 grams of food	(0.31-1.5 grams per 100 grams of food)	more than 1.5 grams per 100 grams of food)
<b>Sodium Daily Value</b> 2,300 Milligrams	No more than 5% of the daily value	5-15% of the daily value	Above 15% of the daily value as mentioned on the nutrition information of the food label



- Do NOT ADD salt while cooking or eating

### Avoid the following that contain a lot of salt:

- Canned food including beef, turkey, sausages, sardines, tuna and smoked food items (or look for low-salt options)
- Commercial sauces and dressings such as mayonnaise, meat sauce, soy sauce and ketchup
- Packaged foods including popcorn, nuts, potato chips and crackers
- Pre-prepared liquid, cube or powdered chicken or meat soup stocks
- Commercial and ready-to-eat foods including canned soup, noodles, stew, pizza, burgers and other fast food
- Salted cheeses, labneh, olives and pickles

The following table shows the sodium content for some commonly consumed foods.



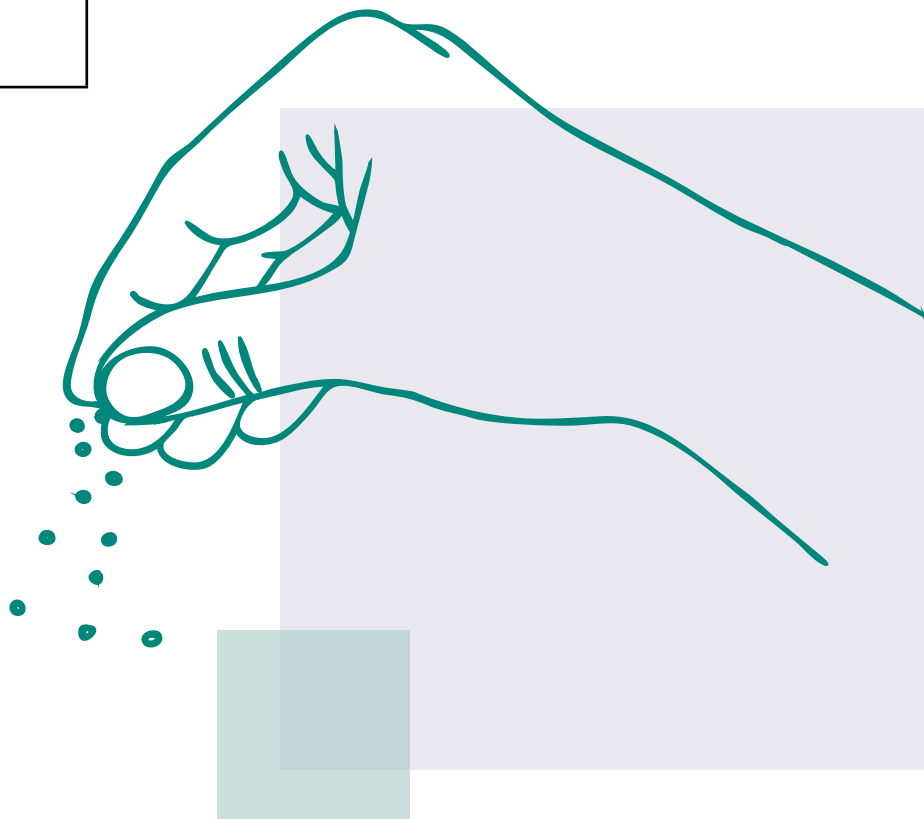
Item	Portion	Sodium
Mayonnaise	tablespoon	75 mg
Regular baking powder	1 teaspoon	400-550 mg
Low-salt baking powder	1 teaspoon	5 mg
Garlic salt	1 teaspoon	1,480 mg
Low-salt garlic powder	1 teaspoon	1 mg
Commercial French fries	Small portion	150-700 mg
Unsalted French fries	Small portion	10-20 mg
Fast foods		
• fried chicken	one piece	500-800 mg
• cheeseburger	small	743 mg
• cheeseburger	large	1,220 mg
• chef salad	medium	850 mg
• taco salad	large	1,368 mg
Salted nuts	One ounce (30 grams)	120-250 mg
Unsalted nuts	One ounce (30 grams)	3-10 mg
Saltine crackers	One cracker	70 mg
Low-sodium saltine crackers	One cracker	7 mg
Corned beef/smoked turkey	3 ounces	800 mg
Unsalted roast beef/turkey	3 ounces	70 mg
Self-rising flour	1 cup	1,600 mg
Enriched white or whole wheat flour	1 cup	3-6 mg

### Tips to Reduce Salt Intake

- Read food labels when shopping and select unsalted food including fresh or frozen vegetables or meat, seafood or poultry
- Limit canned or processed food, bouillon cubes (Maggi) and ready-to-eat snacks or dishes.
- Limit your consumption of fast food and when dining out, request that your food be prepared without salt and ask for sauces or dressings on the side
- Limit commercial dressings and sauces. Use lemons, limes, garlic, onions, vinegar, mild spices or herbs to enhance taste and flavor
- Prepare soups at home using unsalted ingredients such as vegetables, grains, meat or chicken without using pre-prepared soup stock or adding salt
- Prepare pickles at home using lemon juice and vinegar NOT salt
- Select unsalted food including dairy products (such as labneh and cheese), nuts and crackers

### Note: the following foods contain a limited amount of sodium:

- Fruits (fresh, dried or frozen) and fruit juices
- Honey
- Oatmeal (regular NOT instant)
- Macaroni, rice and barley
- Most vegetables (fresh or frozen)
- Vinegar, unsalted herbs and spices, garlic and onions
- Dried legumes
- Unsalted dairy products
- Unsalted fresh or frozen meat, poultry and seafood



# Health Tips During Hajj



If you are performing Hajj, Johns Hopkins Aramco Healthcare provides you with a few tips to help you prepare and to minimize your chance of illness.

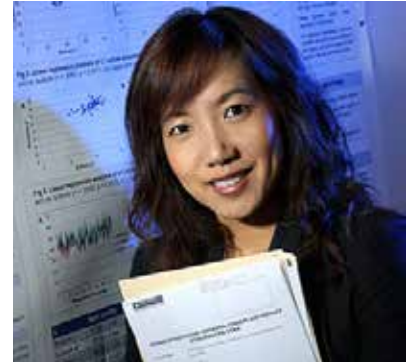
## Before you leave

- The meningococcal vaccination is required to obtain a hajj permit. Visit your nearest healthcare provider to obtain the vaccination.
- Talk to your physician to ensure all of your vaccinations are up to date.
- Bring all your regular medicines with you when you visit your healthcare provider, especially if you have chronic diseases such as heart disease or diabetes. If you have diabetes, make sure you take your blood glucose monitor.
- If you have a chronic disease, bring a medical report of your condition in case you require medical assistance.
- Cough or sneeze into a tissue or your upper arm. If you use a tissue, dispose of it properly.
- Touch your eyes, nose or mouth only when necessary. Make sure your hands are clean.
- Cover your mouth and nose when in crowded places.
- Use an insect repellent to avoid insect bites or stings.
- Keep your skin clean and use powder to avoid irritation. Use moisturizer to keep your skin from drying out.
- Use disposable tools when shaving your head.
- Diarrhea is a common problem when undertaking Hajj. Eating food or drinking beverages from street vendors should be avoided. When drinking bottled water, ensure the seal has not been broken.

## Minimize your risks

- Wash your hands with soap and water or use hand sanitizing gel regularly, especially after coughing, sneezing, bathing, and before eating.
- Dehydration and diseases related to hot weather are common during Hajj. Be sure to drink adequate amounts of clean water and use sunblock to provide UV protection.

# Sunscreen and Your Morning Routine



*Answers by the Expert from JHM,  
Dermatologist Anna Lien-Lun  
Chien, M.D.*



Wearing sunscreen is one of the best — and easiest — ways to protect your skin's appearance and health at any age. Used regularly, sunscreen helps prevent sunburn, skin cancer and premature aging.

To help make sunscreen a part of your daily routine, dermatologist Anna Chien addresses common concerns.

## **What SPF should I buy?**

For day-to-day use, pick a sunscreen with sun protection factor (SPF) of at least 30. If you spend time outdoors, choose a product with SPF 60 or greater. In reality, most people do not use as much sunscreen as they should, and this higher SPF helps compensate.

## **How much sunscreen do I need?**

To protect your face, neck, arms and legs, you'll need about 1 ounce of sunscreen. Squeezed into your hand, 1 ounce of sunscreen is enough to completely cover your palm.

## **Should sunscreen come before or after other products?**

So long as the sunscreen is at least SPF 30, water-resistant, broad-spectrum and applied about 15 minutes before going outside, it doesn't matter in what order you apply your skincare products. Some people find it's easiest to work with bare skin — before makeup or moisturizer have been added. Find what works best for your routine.

If you have concerns about layering specific products, speak with your dermatologist.

## **Does makeup with SPF work?**

Makeup is not enough to protect your skin — even if it has a high SPF. Unless you're willing to wear an entire ounce of foundation atop your face, stick with a standalone sunscreen.

## **Are organic sunscreens any better?**

There are no firm data that indicate organic sunscreens have any additional benefits. Your preferred product is a personal choice.

## **Do I really need to reapply sunscreen throughout the day?**

Generally, sunscreen should be reapplied every two hours, especially after swimming or sweating.

If you work indoors and sit away from windows, you may not need a second application. Be mindful of how often you step outside, though. Keep a spare bottle of sunscreen at your desk just to be safe. Even a short stroll at lunch could put your skin at risk.

Keep in mind that no sunscreen is perfect. Wear wide-brimmed hats, sunglasses or other protective clothing and seek shade whenever possible.



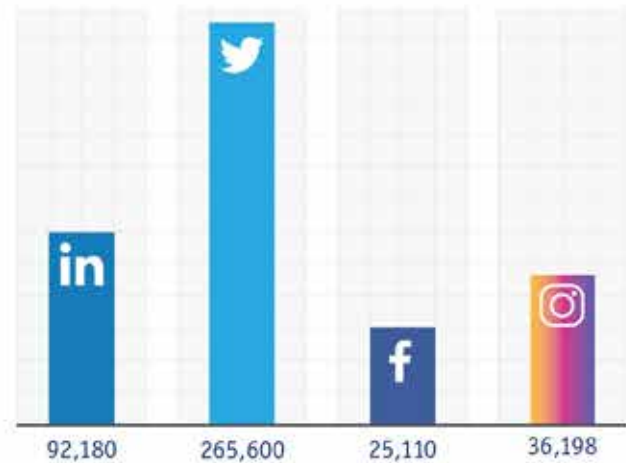
# Social Media Impact & Influence July 2019

**What are social media impressions?**  
Impressions are the number of times your content is displayed.

**Why are impressions important?**  
Increased impressions lead to increased audience engagement.

**2019 JHAH Social Media Target**  
100,000 combined impressions per month for JHAH's social media channels (LinkedIn, Twitter, Facebook, and Instagram).

## JHAH Social Media Channels Impressions



**in** More than 73,400 LinkedIn followers

**Twitter** More than 17,800 Twitter followers

**f** More than 4300 Facebook followers

**Instagram** More than 3200 Instagram followers

## Social Media Inquiries\*

**156**  
Total number of answered inquiries

**155**  
99% inquiries answered within 24 hours

The Social Media Patient Rights & Responsibilities KPI is to answer inquiries within 24 hours with a target of 95%.

\*Social media inquiry numbers do not include general comments or trolling questions.

# JHAH Bulletin Board

## Emergency Numbers: Save These Numbers To Your Mobile Phone

- **Dhahran and all areas:** From a landline inside Saudi Aramco or from outside Saudi Aramco, dial 911.
- **Abqaiq:** From your mobile phone inside Abqaiq, dial +966-13-572-0911
- **al-Hasa:** Dial 911
- **Ras Tanura:** From your mobile phone inside Ras Tanura, dial +966-13-673-0911
- **‘Udhailiyah:** From your mobile phone inside ‘Udhailiyah, dial +966-13-576-7911
- **Help with your healthcare:** Contact Patient Relations at PatientRelations@JHAH.com or call 800-305-4444 In Kingdom or +966-13-870-3888 out of Kingdom
- **Urgent healthcare access helpline for MDF patients** dial +966-55-600-0468 (after 4 p.m.)

**If you have an immediate medical concern, make an appointment with your primary care physician. In the event of a medical emergency, go to the emergency room at the nearest hospital.**

- **Appointments:** To make medical or dental appointments and to access multiple medical services, call:
  - Centralized Contact Center 800-305-4444
  - Out of Kingdom +966-13-870- 3888

- **Feeling Stressed?** Have psychological, emotional or social problems? Call Community Counseling Clinic for an appointment +966-13-870-8400
- **Quit Smoking:** JHAH help for employees, dependents, contractors and retirees to quit smoking, email SmokingCessation@JHAH.com
- **Become a volunteer:** To volunteer, email VOLUNTEER.HEALTHCARE@JHAH.COM. You must be in good health, at least 18 years old and have a good understanding of English.
- **Pregnant?** Attend the Pregnancy Wellness Program in Arabic or English. To register, go to [jhah.com/pregnancy-wellness](http://jhah.com/pregnancy-wellness). You must be 12 weeks or more into a pregnancy.
- **Register for the Mother and Baby Unit** Pregnancy Tour in Arabic or English. The tour starts at 1 p.m. on the first and third Tuesday of the month. To register, email Eman.Mutairi@JHAH.com (you must be 30 weeks or more into your pregnancy.)

### Register for MyChart today

Visit [www.JHAH.com/en/about-mychart](http://www.JHAH.com/en/about-mychart)

- Find FAQs
- How-To Guides

If you need help signing up for MyChart, or would like to ask a question, call: 800-305-4444 (013-870-3888 from out-of-Kingdom) and select Option 8 (hours of service 7 a.m. to 4 p.m.)

**Community Counseling Clinic:** Call +966-13 870- 8400, +966-13 870-8306

- **Patient Relations:** PatientRelations@JHAH.com
- Patient Relations is available to help with issues that you are unable to resolve with specific clinical areas.
- **Al-Midra Wellness Center** offers consultations, lifestyle wellness coaching and health screenings (Mon. to Wed. 1- 3:30 p.m.) Pharmacy (Sun. to Thurs. 12-4 p.m.)

# Patient Relations



Our multilingual Patient Relations team is here to talk with you about:

- Addressing any concerns you may have with your care at JHAH
- Choosing or changing your Primary Care Physician
- Talk with you about a staff member who has “gone the extra mile” in caring for you, or something you feel we could have done better

## Visit the Patient Relation office

Our offices are open Sunday to Thursday, 7 a.m. - 4 p.m. For urgent requests, while you are in the hospital, ask the nearest charge nurse.

## Dhahran:

- Emergency Services
- Surgicare, behind reception
- Gastrointestinal clinic area
- Building 61, in front of OBGYN clinic
- Primary Care

## Al-Hasa Health Center:

Outpatient Clinics reception area

## Abqaiq Health Center

Administration Office

## Ras Tanura Health Center

building 2, ground floor

# Medical Liaison Office



Our Medical Liaison Office team is here to assist you with:

- Requests for medical reports/summaries
- Copies of medical records, diagnostic imaging and lab reports
- Issuing off-duty certificates
- Issuing Escort Certificates, Hospital Attendance, and disabled parking stickers

## Visit the Medical Liaison Office

Our offices are open Sunday to Thursday, 7 a.m. - 4 p.m. For urgent requests, while you are in the hospital, ask the nearest charge nurse.

## Dhahran Main Hospital,

Building 60, main lobby

## Dhahran Primary Care

## Al-Hasa Health Center,

Outpatient Clinics reception area

## Abqaiq Health Center

near the Primary Care waiting area

## Ras Tanura Health Center

near the Emergency room reception